Financial Services Guide

The financial services referred to in this financial services guide (FSG) are offered by:

Insurance Advisory Service (N S W) Pty Ltd (ABN 53 001 499 734) ATF
The Brassett Fowler Trust (ABN 61 847 604 155) T/As Insurance Advisory Service
AFSL: 234624
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T: 02 8268 2900 E: info@insuranceadvisoryservice.com.au
Website: www.insuranceadvisoryservice.com.au

This FSG sets out the services that we can offer you. It is designed to assist you in deciding whether to use any of those services and contains important information about:

- the services we provide
- how we and others are paid
- any potential conflict of interest we may have
- our internal and external dispute resolution procedures and how you can access them
- arrangements we have in place to compensate clients for losses.

Lack of Independence

Why we are not independent, impartial, or unbiased in relation to the provision of personal advice and the impact of this on you:

We, IAS, are not independent, impartial, or unbiased pursuant to section 923A of the *Corporations Act* because:

- We may receive remuneration, commission, gifts, or other benefits when we provide personal advice to you in relation to insurance products and other financial products; and/or
- We may have associations or relationships with issuers of insurance products and other financial products.

Further information about these benefits and relationships is set out in this Financial Services Guide.

If you have any questions about this information, please ask us.

Further Information when Personal Advice is Given

We will provide you with further information whenever we provide you with advice which takes into account your objectives, financial situation, and needs. This information may include the advice that we have given you, the basis of the advice and other information on our remuneration and any relevant associations or interests. This information may be contained in a Statement of Advice (**SoA**).

When you ask us to recommend an insurance policy for you, we will usually only consider the policies offered by the insurers or financial product issuers that we deal with regularly. In giving you advice about the costs and terms of recommended policies we have not compared those policies to other policies available, other than from those insurers or financial product issuers we deal with regularly.

Product Disclosure Statement (PDS)

General Insurance Products

If we offer to arrange the issue of an insurance policy to you, we will also provide you with, or pass on to you, a Product Disclosure Statement (**PDS**), unless you already have an up-to-date PDS. The PDS will contain information about the policy which will enable you to make an informed decision about purchasing that product.

Life Insurance, Investment Products, Superannuation and Retirement Products

If you intend to make an application for a financial product, you will also be provided with a Product Disclosure Statement (**PDS**) that has been prepared by the financial product issuer.

The PDS contains information about key features of the financial product, significant risks and benefits, the cooling off period, and fees associated with the financial product, and will assist you to make an informed decision about whether the product is appropriate for you. You should read the PDS before you decide to purchase a financial product. The PDS will contain information about the policy or product which will enable you to make an informed decision about purchasing that policy or investing in a particular financial product.

From when does this FSG apply?

This FSG applies from **04/08/2026** and remains valid unless a further FSG is issued to replace it. We may give you a supplementary FSG. It will not replace this FSG but will cover services not covered by this FSG.

How can I instruct you?

You can contact us to give us instructions by post, phone or email on the contact number or details mentioned on page 1 of this FSG.

Who is responsible for the financial services provided?

The financial services described are provided by your Financial Adviser and/or Insurance Broker as an employee representative of IAS. IAS is responsible for the financial services that will be provided to you, or through you to your family members, including the distribution of this FSG. IAS holds a current Australian Financial Service Licensee (**AFSL 234624**). The contact details for IAS are on page 1 of this FSG.

What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?

IAS is authorised to provide financial product advice and deal in a financial product to retail and/or wholesale clients for the following classes of financial products:

- General insurance products
- Life products including investment life products and life risk products
- Managed investment schemes including investor directed portfolio services
- Retirement savings accounts (RSA)
- Superannuation
- Deposit and payment products limited to basic and non-basic deposit products.

In providing our financial services, we act on your behalf. We do not act on behalf of an insurer or the product issuers.

Will I receive tailored advice?

Not in all cases.

If we arrange a personal insurance policy for you, and provide financial advice about insurance, financial planning strategies, and assist with the implementation of that advice, we will require information about your personal objectives, details of your current financial situation and other personal relevant information deemed necessary.

In some cases, we will not ask for any of this information. If we do not ask, or if you do not give us all the information we ask for, any advice you receive may not be appropriate to your needs, objectives, and financial situation. In this instance, we will only provide you with general advice.

You should read the warnings contained in any SoA, or any other warnings that we give you, carefully before making any decision about an insurance policy.

Where we provide you with advice about your insurance arrangements, that advice is current at the time that we give it. We will review your insurance arrangements when you inform us about changes in your circumstances, at the time of any scheduled status review or upon renewal of your insurances.

Contractual Liability and your Insurance Cover

Many commercial or business contracts contain clauses dealing with your liability (including indemnities or hold harmless clauses). Such clauses may entitle your insurers to reduce cover, or in some cases, refuse to indemnify you at all. You should seek legal advice before signing and accepting contracts. You should inform us of any clauses of this nature before you enter into them.

What information do you maintain in my file, and can I examine my file?

We maintain a record of your personal profile, including details of policy documents that we arrange for you. We may also maintain records of any recommendations or advice given to you. We will retain this FSG and any other FSG given to you as well as any Statement of Advice or Product Disclosure Statement that we give or pass on to you for the period required by law.

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy is available on request. A copy is also available on our website, www.insuranceadvisoryservice.com.au.

If you wish to look at your file, please ask us and we will make arrangements for you to review.

How will I pay for the services provided?

General Insurance Products

For each insurance product the insurer will charge a premium that includes any relevant taxes, charges, and levies. We often receive a payment based on a percentage of this premium (excluding relevant taxes, charges, and levies) called commission, which is paid to us by the insurers. Our commission varies between 0% and 26.5% for general insurance products. We will also charge you an administration fee. These will all be shown on the invoice that we send you. You can choose to pay by any of the payment methods set out in the invoice. You are required to pay us within the time set out on the invoice.

If there is a refund or reduction of your premium because of a cancellation or alteration to a policy or based on a term of your policy (such as a premium adjustment provision), we will retain any fee we have charged you. We will also retain commission depending on our arrangements with the insurer or charge you a cancellation fee equal to the reduction in our commission.

When you pay your insurance premium to us, it will be deposited into our trust account. We will retain any commission or remuneration to which we are entitled and remit the balance to the insurer in accordance with our arrangements with the insurer. We do not earn or retain any interest on funds held in our trust account.

Financial Planning - Advice Preparation Fees and Ongoing Advice/Service Fees

When we provide you with advice and/or assist with the implementation of that advice we will charge you a fee. Our fees are either invoiced to you directly or deducted from your investments or a combination of these methods. Where it is debited from your investments, it is normally referred to as the Adviser Service Fee.

In most instances, you will be able to select the method that suits you best. Your Adviser will discuss and agree the method of payment with you before providing you with services.

The specific fees and services that you will pay will be set out in your SoA or other advice documents, your annual fee disclosure statement or client service agreement.

- You may be charged a financial planning advice fee that is based on the time spent preparing your SoA (or other advice document) and is dependent on the complexity of the advice. You can choose to pay by any of the payment methods set out in the invoice.
- You may enter into a service agreement with your adviser that covers items such as ongoing advice, newsletters, annual reviews, and portfolio valuation reports. You and your adviser should discuss the services to be included and the fee that you will pay. Alternatively, it will be set out in the service agreement provided by your adviser either before, or at the time, you are presented with your SoA.

How are any commissions, fees or other benefits calculated for providing General Insurance financial services?

Our commission will be calculated based on the following formula: X = Y% x P
In this formula:
X = our commission
Y% = the percentage commission paid to us by the insurer. Our commission varies between 0% and 26.5% (for general insurance products).
P = the amount you pay for any insurance policy (less any government fees or charges included in that amount).

The insurer's premium pays for the insurance policy and the risk it covers. Our Broker/Administration fee pays for professional advice, market research, placement, administration and ongoing support our broking team provides.

Our employees that will assist you with your insurance needs will be paid a market salary. Their remuneration is not related to specific general insurance products.

If we provide personal advice, we will inform you of any fees, commission, or other payments we, our associates or anyone referring you to us (or us to any insurer) will receive in relation to the policies that are the subject of the advice. See below for information on the Steadfast association and commission.

How are any commissions calculated for providing Life Insurance services?

Ongoing and upfront commissions may be received by IAS for life insurance policies. These payments are based on Hybrid commission rates which are currently up to 66% of the initial premium paid. This amount is paid by the insurance company and is not an additional cost to you. This is calculated as a percentage of the annual premium paid. Depending on the insurance company, an ongoing commission of up to 22% may be payable. Details will be set out in the SoA provided.

In consideration for the advice provided by IAS whereby any insurance cover arranged on behalf of the client (business or personal) through IAS has commenced and subsequently cancelled or altered within the first 24 months. We will seek to retain any fee or commission and furthermore obtain an indemnity and guarantee payment to IAS for any losses incurred. We acknowledge that the written advice from the Insurance Company shall be adequate proof of the quantum of the distribution fee and any such amount shall be payable immediately on demand.

Our Financial Advisor(s) who assist you with your financial products needs will receive an annual salary. Their remuneration is not related to specific financial products.

Referral Fees and Other Remuneration

Where a third party has referred you to us, IAS may pay a referral fee for third party referrals. We will pay commissions to those people out of our commission or fees (not in addition to those amounts), in the range of 0% to 75% of our commission or fees. We may also receive a benefit for referring you to other specialist service providers. This fee will be included in the SoA where applicable. IAS may also receive other benefits from product providers, such as hospitality, sponsorship to attend conferences and training within regulatory guidelines. The value of these benefits is currently unascertainable. Please ask if you would like particulars of possible benefits.

Do you have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?

IAS is a Steadfast Group Limited (Steadfast) Network Broker and IAS and its principal holds shares in Steadfast. As a Steadfast Network Broker, we have access to services including model operating and compliance tools, procedures, manuals and training, legal, technical, HR, contractual liability advice and assistance, group insurance arrangements, product comparison and placement support, claims support, group purchasing arrangements and broker support services. These services are either funded by Steadfast, subsidised by Steadfast, or available exclusively to Steadfast Network Brokers for a fee.

You can obtain a copy of Steadfast's FSG at www.steadfast.com.au

IAS is a member of the National Insurance Brokers Association and subscribes to, and is bound by, the Insurance Brokers Code of Practice (the Code). Please notify us if you would like a copy of the Code. Otherwise, a copy is available from the NIBA website niba.com.au.

IAS is a member of the Association of Independently Owned Financial Planners (AIOFP). As an adviser member of the AIOFP, we have access to services including compliance tools, training, educational courses, discounted tickets to conferences and events. These events are either funded by AIOFP, subsidised by AIOFP or available exclusively to AIOFP adviser members for a fee.

General Insurance Products

Steadfast has arrangements with some insurers, underwriting agencies and premium funders (Partners) under which the Partners may pay Steadfast a fee to access strategic and technological support and the Steadfast Broker Network. Steadfast is also a shareholder of some Partners.

Steadfast is the owner of, or a shareholder in, approximately 30 underwriting agencies (Steadfast Underwriting Agencies). You can find a complete list of Steadfast Underwriting Agencies here. We may place your insurance with one or more of these agencies. The terms governing any placement will be negotiated on an arm's length basis. We have an obligation to act in its clients' best interests. Steadfast Underwriting Agencies act for insurers. For a list of all of Steadfast's subsidiary and associate companies, as well as brands, please refer to Steadfast's latest Annual Report available in the 'Investor' section of Steadfast's website www.steadfast.com.au. Steadfast is also a shareholder of some premium funders such as IQumulate Premium Funding Pty Ltd. You can obtain a copy of Steadfast's FSG at www.steadfast.com.au

If we arrange premium funding for you, we may be paid a commission by the premium funder. We may also charge you a fee (or both). The commission that we are paid by the premium funder is usually calculated as a percentage of your insurance premium (including government fees or charges). If you instruct us to arrange or issue a product, this is when we become entitled to the commission.

Our commission rates for premium funding are in the range of 0% to 3% of funded premium. When we arrange premium funding for you, you can ask us what commission rates we are paid for that funding arrangement compared to the other arrangements that were available to you. The amount of our commission and any fee that we charge will be set out in the premium funding contract.

What should I do if I have a complaint?

1. Contact us and tell us about your complaint. We will do our best to resolve it quickly.

2. If your complaint is not satisfactorily resolved within seven (7) days, please contact Leah Miranda or Teresa Anderson on 02 8268 2900 or put your complaint in writing and send it to Leah Miranda or Teresa Anderson at the address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly.

3. IAS is a Steadfast Network Broker member for General Insurance. If our brokerage is unable to resolve your complaint to your satisfaction, as a Steadfast Network Broker we have access to a free, additional, proactive service known as the Steadfast Customer Advocacy service. It can assist if you have a problem related to satisfaction, or fair treatment in relation to your dealings with us, or your insurer. The service can be accessed by sending an email to customeradvocacy@steadfast.com.au , or by calling the Steadfast Group Ltd head office on 02 9495 6500 and asking to speak with the Customer Advocacy service.

4. IAS is a member of the Australian Financial Complaints (AFCA). If your complaint cannot be resolved to your satisfaction by our brokerage, or by the Steadfast Customer Advocacy service, you have the right to refer the matter to the AFCA. AFCA provides fair and independent financial services complaint resolution that is free to customers. The AFCA can be contacted at:

Website:	www.afca.org.au
Email:	info@afca.org.au
Phone:	1800 931 678 (free call)
Mailing address:	Australian Financial Complaints Authority GPO Box 3, Melbourne VIC 3001

Code of Practice for General Insurance Brokers

IAS is a member of the National Insurance Brokers Association (NIBA) and is bound by their Code of Conduct. We also subscribe to the Insurance Brokers Code of Practice; the code sets minimum service standards that you may expect from us. A copy of the Insurance Brokers Code of Practice can be found on our website www.insuranceadvisoryservice.com.au/about-ias/compliance/ or NIBA's website www.niba.com.au/insurance-brokers-code-of-practice

What arrangements do you have in place to compensate clients for losses?

IAS have professional indemnity insurance policies (PI policies) in place.

The PI policies cover us and our employees for claims made against us by clients as a result of the conduct of us, our employees, or other representatives in the provision of financial services. Our PI policies cover us for claims relating to the conduct of representatives who no longer work for us.

This policy satisfies the requirements for compensation arrangements under Section 912B of the Corporations Act.

Direct marketing and opting out

From time to time, we may use your information to contact you (including via text or email where we have your valid consent) to promote, market and provide you with information about our products and services (marketing practices). These marketing practices and your consent shall remain in effect in accordance with the relevant law or unless and until you notify us that you do not want to receive marketing communications from us. If you do not want to receive marketing communications or would prefer to receive calls at certain times or days, please let us know.

If you do not want to receive any information on other products or services offered by IAS, please contact us.

Any questions?

If you have any further questions about the financial services IAS provides, please contact us. Please retain this document for your reference and any future dealings with IAS.