

FINANCIAL SERVICES GUIDE

The financial services referred to in this financial services guide (**FSG**) are offered by MA Insurance Brokers Pty Limited | ABN 14 650 784 204 | AFSL No 561604 (**MA Insurance Brokers, we, us, our**). You are able to access this FSG via our website.

Our contact details are:

- Address: Suite 21B, Level 21, 324 Queen Street, Brisbane, 4000
- Telephone: 1800 865 121
- Email: admin@mabrokers.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 offer you.
- Disclosure documents that you will receive.
- How others and we are paid.
- Any potential conflict of interest we may have.
- Our internal and external dispute resolution procedures and how you can access them.
- Arrangements that are 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. This is because we receive remuneration (commission or other benefits) from:

- The issuer of the product you buy
- Other third parties for related services provided in connection with the personal advice e.g. premium funders

This remuneration does not reduce our obligation to always act in your best interests. Further in this document explains how this remuneration is calculated and how we manage any possible conflict of interests. You are always entitled to request information on your fees and commissions in respect to the products you buy.

From when does this FSG apply?

This FSG applies from 28th of January 2025 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 you instruct us?

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, or at any face-to-face meeting we hold with you.

Who is responsible for the financial services provided?

MA Insurance Brokers is responsible for the financial services provided to you or through you to your family members, including the distribution of this FSG.

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

MA Insurance Brokers is authorised under its AFSL to advise and deal in general insurance products to wholesale and retail clients. We do this on your behalf as your broker.

We can advise you and apply for the following general insurance products on your behalf:

- Transport and logistics insurance;
- Public and products liability insurance;
- Management liability insurance;
- Professional indemnity insurance;
- Directors and officers insurance
- Property insurance;
- Workers compensation insurance;
- Plant and machinery insurance;
- Marine insurance; and
- Business insurance.

Product Disclosure Statement

If we offer to apply for an insurance policy on your behalf, 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 from the insurer. The PDS will contain information about the key features, benefits and risks of the insurance policy being recommended and details of other fees and charges that may apply, which will enable you to make an informed decision about purchasing that policy.

Will you receive tailored advice?

In most circumstances, we will provide you with general advice only. When we provide general advice to you, we will give you a warning which tells you the advice is of a general nature and does not take into consideration your individual objectives, financial situation and needs. You should consider the appropriateness of this advice, along with the PDS, to decide whether or not the product is suitable for you.

At times, we may provide personal advice to retail clients, which takes into account your individual objectives, financial situations and needs. Where personal advice is provided to you as a retail client, we will provide you with a Statement of Advice (**SOA**) or Advice Document. The information will include the advice given to you, the basis of the advice and other information on our remuneration and any relevant associations or interests.

When you ask us to recommend an insurance policy for you, we will usually only consider the policies offered by the insurers or insurance providers 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 we deal with regularly.

You should always carefully read any warnings or additional important information in the advice or in the documentation we provide you before you make any decision about an insurance policy. Any advice we provide you will only be current at the time we give it.

Who is a retail client?

Some of the information in this FSG only applies to retail clients. A retail client is:

- An individual, a manufacturing business employing less than 100 people or any other business employing less than 20 people.
- An individual who acquires any motor vehicle, home building, home contents, personal and domestic property, sickness/accident/travel, consumer credit or medical indemnity policy.

What information do we maintain in your file and can you examine your file?

MA Insurance Brokers maintains a record of your personal profile, including details of insurance policies that we apply for on your behalf. 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 SOA or PDS that we give or pass on to you for the period required by law.

We are committed to ensuring the privacy and security of your personal information. Our privacy policy is available on request and on our website <https://www.mabrokers.com.au/>. If you wish to look at your file, please ask us. We will arrange for you to do so.

How will you pay for the services we provide?

Payment for the services we provide are payable directly to MA Insurance Brokers.

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. We will obtain your informed consent before we receive any commissions or benefits.

In some cases, you may be charged a broker fee and an administration/service fee. These fees will be shown on the invoice that is sent to you. You can choose to pay for our services by any of the payment methods set out on the invoice. You are required to pay us within the time set out on the invoice.

When you pay us your premium, it will be banked into our trust account. We will retain the commission from the premium you pay us and remit the balance to the insurer in accordance with our arrangements with the insurer. We will earn interest on the premium while

it is in our trust account or may invest the premium and earn a return. We will retain any interest or return on investment earned on the premium.

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, we will retain any fee we have charged you. We may also retain our commission from any premium that is refunded to you by an insurer. We will deduct any unpaid fee or retained commission from the refunded premium before sending the difference to you.

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

Our commission will be calculated based on the following formula:

$$X = Y\% \times P$$

In this formula:

X = our commission paid to us by the insurer

Y% = the percentage commission paid to us by the insurer. Our commission varies between 0% and 25%.

P = the amount you pay for any insurance policy (less any government fees or charges included in that amount).

Any fees that we charge you will be:

- A service fee charged when applying for an insurance policy on your behalf, and upon renewal of your policy each year; and
- An administration fee charged if you require us to make changes to your insurance policy during the term of cover.

We do not often pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer. If we do, 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 25% of our commission or fees. Our employees who assist you with your insurance needs are paid a market salary that may include commissions and bonuses based on performance criteria. If we give you 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.

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

Conflicts of interests are circumstances where some or all of your interests are inconsistent or diverge from some or all of our interests. In situations where conflicting interests arise, we have an internal procedure which helps to manage, mitigate or resolve the conflict. We will contact you in a timely manner and clearly inform you that there may be a conflict of interest. In situations where conflicting interests arise, we have an internal procedure which helps to manage, mitigate or resolve the conflict. We will contact you in a timely manner and clearly inform you that there may be a conflict of interest.

We have arrangements with some insurers, underwriting agencies, premium funders and third parties who provide us regulatory and compliance support, marketing and communications support, training, data insights and access to technology platforms. We may receive benefits from these third parties. The amount of benefits is not determined by the volume of the business placed with these third parties. The benefits are used to assist in administration expenses and are not distributed to individual advisers or employees of MA Insurance Brokers. We maintain a register detailing any benefit we receive which is valued between \$100 and \$300. A copy of the register is available on request. We do not accept any benefit valued over \$300.

Premium funders

If we arrange premium funding for you, we may be paid a commission by the premium funder. We may also charge you a fee. 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 a product, this is when we become entitled to the commission.

Our commission rates for premium funding are in the range of 0% to 4% 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 you do if you 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 24 hours, please contact our Complaints Manager on 1800 865 121 or admin@mabrokers.com.au.

We endeavour to resolve all complaints quickly and fairly and will provide a full written response within thirty (30) days of receipt of your complaint, unless the matter is complex or circumstances beyond our control delay the management of your complaint. If this occurs, we will notify you of the reason for the delay and provide you with the option to escalate the matter to the Australia Financial Complaints Authority (AFCA).

3. MA Insurance Brokers is a member of AFCA (Member No. 106606). If your complaint cannot be resolved to your satisfaction by us, you have the right to refer the matter to AFCA. They can be contacted on:

Post: GPO Box 3 Melbourne VIC 3001

Phone: 1800 931 678

Email: info@afca.org.au

Website: www.afca.org.au

What arrangements are in place to compensate clients for losses?

We have a professional indemnity insurance policy (**PI policy**) in place. This PI policy covers MA Insurance Brokers and its representatives (including authorised representatives) for claims made against them as a result of their conduct in the provision of financial services. The PI policy will cover us for claims relating to the conduct of former representatives who no longer work for MA Insurance Brokers and satisfies the requirements for compensation arrangements under section 912B of the Corporations Act.

Any questions?

If you have any further questions about the financial services we provide, please contact us using the details available on page 1. Please retain this document for your reference and any future dealings with us.