

Financial Services Guide

Steadfast IRS Pty Limited

Steadfast IRS Pty Limited (ABN 95 159 898 398), AFSL 435538 offers the financial services referred to in this Financial Services Guide (FSG) and is responsible for those services.

This FSG applies as at **24th November 2016** and will remain valid unless a replacement FSG is issued. Alternatively, we may alter this FSG by issuing you a supplementary FSG. A copy of our FSG is also available on our website www.steadfast-irs.com.au

This FSG sets out our services. It contains important information and is designed to assist you in deciding whether to use any of our services; however, if you have any questions, please contact us. The following key information is provided in this FSG:

- Who we are and how you can contact us
- How we treat your information
- How we and our associates are paid
- Our internal and external dispute resolution procedures
- The services we are authorised to provide you
- Our advice and documents we are required to provide you
- Any potential conflicts of interest
- Arrangements we have in place to compensate clients for losses

► How you can contact us

Our contact details are set out below:

Head Office

Address: Level 1, 56 Delhi Road North Ryde, NSW 2113

Ph: 02 9034 5555

Fax: 02 9034 5500

Website: www.steadfast-irs.com.au

ABN: 95 159 898 398

AFSL: 435538

Queensland Offices

122 Huntingdale Street
Pullenvale, QLD 4069

Ph: 0412 662 262

PO Box 3448
Norman Park, QLD 4170

Ph: 0422 203 042

Tuggerah Office

Unit 8, 1 Pioneer Avenue
Tuggerah, NSW 2259

Ph: 1300 655 037

Fax: 02 9680 9244

Norwest Office

Suite 3, Building B
34-36 Brookhollow Avenue
Baulkham Hills, NSW 2153

Ph: 02 8853 9100

Fax: 02 9634 2396

Our Financial Relationship – Q&A

This section of the guide contains important information about:

- The financial services we offer
- The products we advise on
- Who we act for
- Any potential conflicts of interest
- Instructions to us
- Clients personal records
- How we are paid
- Cooling off
- Dispute resolution

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. The information may also 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 insurance provider 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.

Product Disclosure Statement

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 particular policy which will enable you to make an informed decision about purchasing that policy.

From when does this FSG apply?

This FSG applies from 24th November 2016 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, fax or email on the contact number or details mentioned on the front page of this FSG.

Who is responsible for the financial services provided?

Steadfast IRS Pty Limited 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.

Steadfast IRS Pty Limited holds a current Australian Financial Service Licence No: 435538. The contact details are on the front of this FSG.

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 kinds of financial services are you authorised to provide to me and what kinds of financial products do those services relate to?

Steadfast IRS Pty Limited is authorised to advise and deal in general insurance products, to retail and wholesale clients.

Sometimes we will act under a binder or agency agreement from the insurer. When we act under a binder or agency agreement we will be acting as agent of the insurer. This means that we represent and act for the insurer, not for you. We will tell you when we act under a binder or agency agreement to arrange your insurance or advise you about your insurance needs.

Will I receive tailored advice?

Maybe not in all cases. However, we may need information about your personal objectives, details of your current financial situation and any relevant information, so that we can arrange insurance policies for you, issue insurance policies to you or to give you advice about your insurance needs. We will ask you for the details that we need to know.

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.

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.

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 insurance policies that we arrange or issue 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 SOA or PDS 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.steadfast-irs.com.au

If you wish to look at your file please ask us. We will make arrangements for you to do so.

How will I pay for the services provided?

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. However, in some cases we will also charge you a 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 as a result 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 us your premium it will be banked into our trust account. We retain the commission from the premium you pay us and remit the balance to the insurer in accordance with our arrangements we have with the insurer. We will earn interest on the premiums while it is in our trust account or we may invest the premium and earn a return. We will retain any interest or return on investment earned on the premium.

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

Our commission will be calculated based on the following formula:

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

In this formula:

X = our commission

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).

We may pay 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 and authorised representatives that will assist you with your insurance needs will be paid a market salary or a proportion of our commission or fees.

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

Steadfast IRS Pty Limited is a Steadfast Group Network Broker. Steadfast has exclusive arrangements with some insurers and premium funders (Partners) under which Steadfast will receive between 0.5% - 1.5% commission for each product arranged by us with those Partners. Steadfast is also a shareholder of some Partners.

We may receive a proportion of that commission from Steadfast at the end of each financial year (or other agreed period).

As a Steadfast Network Broker we have access to member services including model operating and compliance tools, procedures, manuals and training, legal, technical, banking and recruitment advice and assistance, group insurance arrangements, product comparison and placement support, claims support and group purchasing arrangements. These member 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

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 7% 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 10 days, please contact our Complaints Manager on telephone number 02 9034 5555 or put your complaint in writing and send it to:

Complaints Manager
Steadfast IRS Pty Limited
PO Box 125
North Ryde BC 1670

Please mark the envelope "Notice of Complaint". We will try and resolve your complaint quickly and fairly. We will keep you informed of the progress of your complaint quickly and fairly.

Where relevant you must meet the requirements of the Australian Privacy Principles set out in the Privacy Act 1988, when collecting, using, disclosing and handling personal information on our behalf.

You must also ensure that your agents, employees and contractors meet the above requirements.

3. Steadfast IRS Pty Limited is a member of the Financial Ombudsman Service (FOS). If your complaint cannot be resolved to your satisfaction by us you have the right to refer the matter to FOS at no cost to you.

FOS can be contacted on 1300 780 808, or fax 03 9613 6399, email: infor@fos.org.au or website www.fos.org.au or you can write to them at:

Level 12
717 Bourke Street
Docklands VIC 3000

Or

GPO Box 3,
Melbourne VIC 3001

4. The above steps also apply if you have a claim or an insurance policy handled under a [binder](#) that cannot be resolved to your satisfaction by us.

We will also inform the relevant insurer who also has a dispute resolution procedure in place. These procedures are explained in the relevant PDS and Policy issued to you.

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

Steadfast IRS Pty Limited has a professional indemnity insurance policy ([PI Policy](#)) in place.

The PI policy covers us, our employees, consultants and contractors and our representatives (including our authorised representatives) for claims made against us by clients as a result of the conduct of us, our employees, consultants and contractors or representatives in the provision of financial services.

Our PI Policy also covers us for claims relating to the conduct of representatives who no longer work for us.

Privacy Notice

We limit the use and disclosure of any personal information provided by us to such third parties to the specific purpose for which we supplied it (except with our or the individual's consent). We take reasonable steps to ensure that whenever we collect, use or disclose personal information, it is

accurate, complete and up-to-date.

What We Expect Of You

When you provide us with personal information about other individuals, we rely on you to have made them aware that you will or may provide their information to us, the purposes we use it for, the types of third parties we disclose it to and how they can access it (as described in this document). If it is sensitive information we rely on you to have obtained their consent to the above.

If you have not done either of these things, you must tell us before you provide the relevant information.

If we give you personal information, you must only use it for the purposes we agreed to.

Contacting Us or Opting Out

If you do not want us to send any information about services or products, or you do not want us to disclose your personal information to any other organisation (including related bodies corporate) you can opt out by notifying us at:

Level 1 56 Delhi Road
North Ryde NSW 2113.

If you would like to access your personal information, contact our

Privacy Manager
Ph (02) 9034 5555
Fax (02) 9034 5500

SPAM Act 2003

Steadfast IRS Pty Limited's email database is managed in accordance with the Privacy Act 1988, Australian Privacy Principles (Privacy Amendment (Private Sector) Act 2000, Privacy Amendment (Enhancing Privacy Protection) Bill 2012 and its email marketing practices comply with the provisions of the Spam Act 2003 and Spam (Consequential Amendments) Act 2003.

All email communications include a functional unsubscribe facility, including email, phone, fax and physical addresses to allow the communication of the addressee's wishes to cease receiving correspondence from Steadfast IRS Pty Limited and its associated companies and sponsors.

Any request to be removed from Steadfast IRS Pty Limited's email database will be acted on within 24 hours of receipt of that advice, whether that advice is by email, fax, phone or mail.

To be automatically excluded from any further offers, do not reply to sender, simply send an email to unsubscribe@steadfast-irs.com.au with "REMOVE-[your email address]" in the subject line or phone 02 9034 5555 or fax these details to 02 9034 5500.