FINANCIAL SERVICES GUIDE

Version 02.00 Effective 29 September 2025

The below entities are authorised representatives of QIB Commercial Pty Ltd ABN 45 010 723 967 (**QIB Commercial):**

The Financial Services referred to in this Financial Services Guide (**FSG**) are offered by: (the **"We"** or **"Us"**).

Regional Insurance Brokers (SQ) Pty Ltd ABN 99 098 514 473
Corporate Authorised Representative No. 1309086
Level 9, 189 Grey Street, South Brisbane QLD 4101
Phone: 07 3847 0400 contact.brisbane@regional.com.au

Regional Insurance Brokers (SC) Pty Ltd ABN 35 011 054 327
Corporate Authorised Representative No. 1309089
Level 1, Regatta Lakes Building C, 4-6 Innovation Parkway, Birtinya QLD 4575
Phone: 07 5439 1900 contact.sunshinecoast@regional.com.au

Regional Insurance Brokers (WB) Pty Ltd ABN 12 096 781 967
Corporate Authorised Representative No. 1309534
203 Adelaide Street, Maryborough QLD 4650
Phone: 07 4123 3333 contact.maryborough@regional.com.au

Regional Insurance Brokers (CQ) Pty Ltd ABN 26 083 877 909
Corporate Authorised Representative No. 1309090
69 High Street, North Rockhampton QLD 4701
Phone: 07 4999 0500 contact.rockhampton@regional.com.au

Regional Insurance Brokers (NQ) Pty Ltd ABN 13 165 872 088
Corporate Authorised Representative No. 1309092
Level 1, 46 Gordon Street Mackay QLD 4741
Phone: 07 4951 6200 contact.mackay@regional.com.au

Regional Insurance Brokers (FNQ) Pty Ltd ABN 91 074 970 540
Corporate Authorised Representative No. 1309091
Level 1, 108 Mulgrave Road, Cairns QLD 4870
Phone: 07 4040 4444 contact.cairns@regional.com.au

AFA Insurance Brokers Pty Ltd ABN 25 088 869 578
Corporate Authorised Representative No. 1310067
Building 1, Level 1, 19C Kitchener Drive, Darwin Waterfront NT 0800
Phone: 08 8981 6377 contact@afaib.com.au

Steadfast NSG Insurance Brokers Pty Ltd ABN 68 010 932 171
Corporate Authorised Representative No. 1310068
Level 9, 189 Grey Street, South Brisbane QLD 4101
Phone: 07 3370 8822 contact@steadfastnsg.com.au

The financial services referred to in this FSG are being offered by QIB Commercial.

QIB Commercial holds a current Australian Financial Services Licence 244330 and is responsible for the financial services that we provide to you. QIB Commercial is also responsible for the content and distribution of this FSG. The distribution of this FSG by the above-mentioned authorised representatives is authorised by QIB Commercial . QIB Commercial may be contacted at:

Level 9, 189 Grey Street, South Brisbane QLD 4101
Phone: 07 4167 4200

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.
- 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.

It is an important document. Please read it carefully and keep it in a safe place.

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

- We or QIB Commercial may receive remuneration, commission, gifts or other benefits when we provide personal advice to you in relation to insurance products and other financial products;
- We or QIB Commercial may be subject to direct or indirect restrictions relating to the financial products in respect of which personal advice is provided; and/or
- We or QIB Commercial 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 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 all 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 product.

A GUIDE TO OUR RELATIONSHIP WITH YOU AND OTHERS

From when does this FSG apply?

This FSG applies from 29 September 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 I instruct you?

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

Who is responsible for the financial services provided?

QIB Commercial 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.

QIB Commercial holds a current Australian Financial Services Licence no: 244330. The contact details for QIB Commercial are on the front 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?

We are authorised to advise on and deal in general insurance products to wholesale and retail clients under QIB Commercial's Australian Financial Services Licence. We will do this for you as your broker unless we tell you otherwise.

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

Contractual liability and your insurance cover (hold harmless)

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 insurance policies that we arrange for you. We may also maintain records of any recommendations or advice given to you. QIB Commercial 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.

QIB Commercial and we are committed to promoting our privacy policy, which will ensure the privacy and security of your personal information. A copy of QIB Commercial's privacy policy is available on request and a copy is also available on our website **www.qibgroup.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?

Payment for the services we provide you are made directly to QIB Commercial**.** 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. In some cases you will also be charged a fee. These will all 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 in the invoice. You are required to pay QIB Commercial 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 QIB Commercial's trust account. QIB Commercial will retain the commission from the premium you pay us and remit the balance to the insurer in accordance with QIB Commercial's arrangements with the insurer. QIB Commercial will earn interest on the premium while it is in their trust account or QIB Commercial may invest the premium and earn a return. QIB Commercial 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:

$X = Y\% \times P$

In this formula:

X = Our commission.

Y% = the percentage commission paid to us by the insurer. Our commission varies between 0% and 30%.

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

We may charge you a broker fee plus GST when you enter into, renew or vary an insurance policy. This fee is charged in addition to the premium for the insurance.

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 50% of our commission or fees.

Our employees that will assist you with your insurance needs will be paid a market salary. Subject to meeting minimum performance standards, employees may receive a percentage share of income generated over budget which ranges from 0% to 30%. This amount is measured and paid on a quarterly basis.

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.

See below for information on our other associations and related commission.

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

Steadfast Group Ltd

We and QIB Commercial are a Steadfast Group Limited (Steadfast) Network Broker and the principals/directors may hold shares in Steadfast. QIB Group Limited is the owner of us and QIB Commercial and Steadfast has a majority interest in QIB Group Limited.

Steadfast is also the owner of, or a shareholder in, approximately 30 Steadfast Underwriting Agency brands, including CHU Underwriting Agencies Pty Ltd, CHUiSAVER Underwriting Agency Pty Ltd (trading as Flex Insurance), Axis Underwriting Services Pty Ltd and QUS Pty Ltd. QIB Commercial may place your insurance with one or more of these agencies. Any placement will be on arm's-length terms. QIB Commercial has 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.

As a Steadfast Network Broker, we and QIB Commercial have access to member 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.

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, including at times wholly owning some Partners or having majority share in some Partners. You can obtain a copy of Steadfast's FSG at www.steadfast.com.au

If we arrange premium funding for you, we will use various premium funding partners including Aus Funding Solutions Pty Ltd. Aus Funding Solutions Pty Ltd is a company owned by QIB Group Holdings Pty Ltd, we are a part of the QIB Group. 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.

QIB Commercial's commission rates for premium funding are in the range of 0% to 4% of funded premium and is paid for arranging the premium funding. When we arrange premium funding for you, you can ask us what commission rates QIB Commercial are paid for that funding arrangement compared to the other arrangements that were available to you. We will act in your best interests in obtaining the most competitive premium funding quotes and services available to us at that time.

In some cases we may refer you to another Licensee with the authorisation to provide Life Insurance Solutions. If you arrange a policy as a result of this referral, we may receive a portion of the income of between 0% to 25% from that entity as a referral fee. Any payment we receive will be disclosed to you by the Licensee.

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 2 days, please contact our Complaints Officer on the contact details which relate to your corporate authorised representative on page 1 of this FSG. QIB Commercial will try and resolve your complaint quickly and fairly.
3) QIB Commercial is a member of the Australian Financial Complaints Authority (AFCA). If your complaint cannot be resolved to your satisfaction by us, you have the right to refer the matter to the AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers. The AFCA can be contacted at:

   Mail: Australian Financial Complaints Authority,
   GPO Box 3, Melbourne, VIC 3000

   Phone: 1800 931 678 (free call)
   Email: info@afca.org.au
   Online: www.afca.org.au

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

We have a professional indemnity insurance policy (PI policy) in place.

The PI policy covers us and QIB Commercial and its representatives (including authorised representatives) for claims made against them and our employees by clients as a result of their conduct in the provision of Financial Services. The PI policy covers us for claims relating to the conduct of representatives who also no longer work for QIB Commercial.

This policy 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 or QIB Commercial.

Please retain this document for your reference and any future dealings with us or QIB Commercial.