

FINANCIAL SERVICE GUIDE

The Financial Services referred to in this Financial Service Guide (FSG) are offered by:

ARX Placement Solutions Pty Ltd ABN 68 656 648 538

Level 3, 185 Liverpool Street, Sydney, NSW, 2000

02 9360 2244

ARX Placement Solutions Pty Ltd (ARX, “we”, “us”, “our”) is the authorised representative (AR No: 1295433) of:

- > BAC Insurance Brokers Pty Ltd (BAC) ABN 92 003 043 294
Level 3, 185 Liverpool Street, Sydney, NSW, 2000
02 9360 2244
reception@bacbrokers.com.au

BAC holds a current Australian Financial Services Licence No: 240 348 and is responsible for the financial services that ARX provides to you. BAC is also responsible for the content and distribution of this FSG, which has been authorised by BAC.

NOT INDEPENDENT

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

- > We and/or BAC may receive commission when we provide advice to you in relation to insurance products and other financial products;
- > We and/or BAC 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.

those services and contains important information about:

- > the services I/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 that are in place to compensate clients for losses.

OTHER DOCUMENTS

If I/we arrange the issue of an insurance policy to you, I/we will also provide you with, or pass on to you through your insurance broker, a product disclosure statement (**PDS**) for the insurance, unless you already have an up to date PDS from the broker advising you on the insurance or from the insurer. The PDS will contain information about the particular policy.

You may also be directed to the Target Market Determination (**TMD**) for certain retail insurance products where we are providing general advice to you only. The TMD describes the type of customers for whom the insurance is appropriate, based on their likely needs, objectives and financial situation as well as the product features. Reading the PDS and the TMD will help you to decide if the insurance suits your needs, objectives and financial situation.

<p>From when does this FSG apply?</p>	<p>This FSG applies from 1 November 2024 and remains valid unless a further FSG is issued to replace it. I/We may give you a supplementary FSG. It will not replace this FSG but will cover services not covered by this FSG.</p>
<p>How can I instruct you?</p>	<p>We do not deal with clients directly. We deal exclusively through insurance intermediaries and insurance brokers who are engaged by body corporate clients/strata managers to source insurance that meet their needs. They can give me/us instructions on your behalf.</p>
<p>Who is responsible for the financial services provided?</p>	<p>As our authorising licensee, BAC is responsible for the financial services that we provide to you through your insurance broker.</p> <p>BAC holds a current Australian Financial Services Licensee no: 240 348. The contact details for BAC are on the front of this FSG.</p>
<p>What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?</p>	<p>We are authorised to advise on and deal in general insurance products for wholesale and retail clients under BAC's Australian Financial Service Licence. We will do this acting as your agent and on your behalf unless we tell you otherwise.</p>
<p>What information do we maintain?</p>	<p>We are committed to protecting your privacy. We maintain a record of your personal profile, including details of insurance policies that I/we arrange for you. We will retain this FSG and any other FSG given to you through your insurance broker as well as any PDS that I/we give or pass on to you through your insurance broker for the period required by law.</p> <p>I/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.</p> <p>If you wish to look at your file, please contact us. I/We will arrange for you to do so.</p>
<p>How will we be paid for the services provided?</p>	<p>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 ARX by the insurers. How this amount is calculated is explained below. In some cases, you will also be charged a broker or placement fee. These will all be shown on the invoice sent to your broker.</p> <p>You can choose to pay for our services by any of the payment methods set out in the invoice. You are required to pay BAC within the time set out on the invoice.</p> <p>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),</p>

	<p>I/we will retain any broker or placement fee we have charged you. I/We will also retain commission depending on our arrangements with the insurer or premium funder or charge you a cancellation fee equal to the reduction in commission.</p> <p>Where we are responsible to remit the premium to the insurer, your insurance broker will pay the premium they received from you into BAC's trust account. BAC will pay us 90% of the commission from the premium you paid (as well as 90% of any broker or placement fees and premium funding commissions shown on the invoice) and retain 10% as a licence fee for us to operate under their AFSL. BAC will remit the balance of the premium and taxes (net of commission) to the insurer in accordance with BAC's arrangements with the insurer.</p>
<p>How are any commissions, fees or other benefits calculated for providing the financial services?</p>	<p>ARX's commission for insurance placement will be calculated based on the following formula:</p> $X = Y\% \times P$ <p>In this formula:</p> <p>X = ARX's commission</p> <p>Y% = the percentage commission attributable to us as agreed with the insurer ARX's commission varies between 0% and 20%.</p> <p>P = the amount you pay for any insurance policy (less any government fees or charges included in that amount).</p> <p>Sometimes we will also charge you a broker or placement fee.</p> <p>Our employees that will assist you with your insurance needs will be paid a market salary and may also receive bonuses based on company performance criteria established by us (including volume of sales).</p> <p>See below for information on the Steadfast association and commission.</p> <p>There is no remuneration paid by ARX to strata managers.</p>
<p>Do we have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?</p>	<p>BAC is a Steadfast Group Limited (Steadfast) Network Broker and its brokerage company and/or principals/directors hold shares in Steadfast.</p> <p>As a Steadfast Network Broker, BAC has 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. As an authorised representative of BAC, we also have access to these services.</p> <p>Steadfast has arrangements with some insurers and premium funders (Partners) under which the Partners pay Steadfast a fee to access strategic and technological support and the Steadfast Broker Network. Steadfast is also a shareholder of some Partners including companies which offer strata insurance products or provide associated services like claims fulfillment. You can obtain a copy of Steadfast's FSG at www.steadfast.com.au</p> <p>If we arrange premium funding for you BAC may be paid a commission by the premium funder. We may also charge you a fee (or both). The commission that BAC is paid by the premium funder is usually calculated as a percentage of your insurance premium (including government fees or changes). If you instruct us to arrange or issue a product, this is when BAC become entitled to the commission.</p> <p>BAC's commission rates for premium funding are in the range of 0% and 2% of funded premium. When we arrange premium funding for you, you can ask us what commission</p>

	<p>rates BAC are paid for that funding arrangement compared to the other arrangements that were available to you.</p> <p>In most cases, funding will be offered by Premium Funding Australia Pty Ltd which is owned by BAC.</p> <p>BAC also has a minority shareholding in ARX and may earn dividends when they are declared and paid by ARX. Steadfast is a shareholder in BAC and may earn dividends when they are declared and paid by BAC.</p>
<p>What should you do if you have a complaint?</p>	<ol style="list-style-type: none"> 1. If you wish to complaint about the financial services we provided to you, you can either discuss the matter with your broker or contact us at the contact details shown on page 1 of this FSG below. We will do our best to resolve your complaint quickly. If your complaint is not satisfactorily resolved within 5 business days, you can escalate your complaint by contacting BAC’s complaints officer at the details below: <ol style="list-style-type: none"> a) Phone: 02 9360 2244 or b) Mail to: Level 3, 185 Liverpool Street, Sydney, NSW, 2000 <p>BAC will try to resolve your complaint quickly and fairly.</p> 3. BAC is a member of the Australian Financial Complaints Authority (AFCA). If your complaint cannot be resolved to your satisfaction by us or BAC or it is not resolved within 30 days of making your complaint, you have the right to refer the matter to AFCA. AFCA provides fair and independent financial services complaint resolution that is free to customers. Any decision by AFCA is binding on us but not on you. The AFCA can be contacted at: <p style="margin-left: 40px;">Mailing address Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC 3001 Ph: 1800 931 678 Email: info@afca.org.au Website: www.afca.org.au</p>
<p>Are we subscribers to the NIBA Code of Practice?</p>	<p>Our authorising licensee BAC is a principal member of the National Insurance Brokers Association (NIBA) and has adopted the Insurance Brokers Code of Practice (NIBA Code). ARX also adhere to the NIBA Code. A copy of the NIBA Code will be provided upon request or can be obtained from the NIBA website: https://www.niba.com.au/insurance-brokers-code-of-practice</p> <p>If you think we may have breached the NIBA Code, you can report alleged breaches to the Insurance Brokers Code Compliance Committee (IBCCC). You can contact the IBCCC using the following details:</p> <p style="margin-left: 40px;">Mailing address IBCCC P.O. Box 14240, Melbourne VIC 8001 Website: www.insurancebrokerscode.com.au Email: info@codecompliance.org.au Ph: 1800 931 678 (free call)</p>

What arrangements are in place to compensate clients?

BAC has a professional indemnity insurance policy (**PI policy**) in place.

The PI policy covers BAC and its representatives (including authorised representatives like us) for claims made against them by clients as a result of their conduct in the provision of financial services.

The PI policy covers the financial services provided by former representatives who no longer work for BAC but did at the time of the relevant conduct, provided the insurer is notified of the claim when it arises and this is done within the relevant policy period.

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, I/we provide, please contact us.

Please retain this document for your reference and any future dealings with me/us.

