



Financial Services Guide

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

GSA Specialty Pty Ltd ACN 680 220 464 (**GSA Specialty**)

137 Harrington Street
Sydney NSW 2000
Phone: 02 8274 8100
Email: info@gsaib.com.au

GSA Specialty is the authorised representative of:

Steadfast ART Pty Ltd ACN 118 261 608 (**Steadfast ART**)

Level 4, 99 Bathurst Street
Sydney NSW 2000
Phone: 02 9495 6500
Email: gerhard.coetsee@steadfast.com.au

Steadfast ART holds a current Australian Financial Services Licence No: 298444 and is responsible for the financial services that GSA Specialty provides to you. GSA Specialty's Authorised Representative No. is 1312724. Steadfast ART is also responsible for the content and distribution of this FSG. The distribution of this FSG by GSA Specialty is authorised by Steadfast ART.

Effective Date: 07 August 2025



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 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.

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

- We or Steadfast ART 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 Steadfast ART 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 Steadfast ART 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 FSG.

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

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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 a statement of protection to you, we will usually only consider the protections offered by mutuals we deal with regularly. In giving you advice about the costs and terms of recommended protections, we usually have not compared those protections to other protections available, other than from those mutuals we deal with regularly.

Not Insurance	<p>GSA Specialty provides advice with respect to mutual risk products. Mutual risk products are not insurance products as there is no promise of indemnity. In the event a member experiences loss or damage, the member asks the mutual to exercise its discretion to pay the claim. A mutual is a public company limited by guarantee. A mutual is not authorised under the Insurance Act 1973 to conduct insurance business in Australia and mutual risk products are not subject to the provisions of the Insurance Act 1973 or the Insurance Contracts Act 1984, which establish a system of financial and product regulation for general insurers. A mutual and its protections are not regulated by the Australian Prudential Regulation Authority (APRA).</p>
From when does this FSG apply?	<p>This FSG applies from 07 August 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.</p>
How can I instruct you?	<p>You can contact us to give us instructions by post, phone or email on the contact number of the details mentioned on page 1 of this FSG.</p>
Who is responsible for the financial services provided?	<p>Steadfast ART 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.</p> <p>Steadfast ART holds a current Australian Financial Services Licensee No: 298444. The contact details for Steadfast ART are on the front of this FSG.</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>GSA Specialty is authorised to provide financial product advice on, and deal in, miscellaneous financial risk products limited to mutual risk products to wholesale clients and general financial product advice, and deal in miscellaneous financial risk products limited to mutual risk products to retail clients, under Steadfast ART's Australian Financial Service Licence. We will do this on your behalf as your broker unless we tell you otherwise.</p>
Will I receive tailored advice?	<p>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 give you advice about your mutual needs. We will ask you for the details that we need to know.</p> <p>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.</p> <p>You should read the warnings contained in any SOA, or any other warnings that we give you, carefully before making any decision about a protection.</p> <p>Where we provide you with advice about your protection arrangements, that advice is current at the time that we give it. We will review your protection arrangements when you inform us about changes in your circumstances.</p>

Contractual Liability and your protections

Many commercial or business contracts contain clauses dealing with your liability (including indemnities or hold harmless clauses). Such clauses may entitle a mutual 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?

Steadfast ART are committed to implementing and promoting a privacy policy, which will help ensure the privacy and security of your personal information. A copy of Steadfast ART's privacy policy is available on request. A copy is also available on Steadfast ART's website, <https://steadfastart.com/>.

As an authorised representative of Steadfast ART, GSA Specialty maintains a record of your personal profile, including records of any recommendations or advice given to you. GSA Specialty 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.

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

How will I pay for the services provided?

To be eligible for discretionary mutual protection, members must pay annual subscriptions and contributions, as set by the mutual. Applications for membership are determined at the discretion of the board of the mutual. Your mutual contribution will be payable directly to the mutual.

Payment for the services we provide may be payable directly to GSA Specialty or to the parent company of GSA Specialty, GSA Insurance Brokers Pty Ltd ACN 084 437 196 (**GSA**).

You can choose to pay for our services by any of the payment methods set out in the invoice. You are required to pay within the time set out on the invoice.

If there is a refund or reduction of your contribution as a result of a cancellation or alteration to a protection or based on a term of your protection (such as a protection adjustment provision), we will retain any fee we have charged you.

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

Steadfast ART does not, and we do not pay any commissions, fees or benefits to others who refer you to us or refer us to providers.

GSA Specialty may charge members a fee in return for providing advice with respect to their protection needs.

Our employees that will assist you with your protection needs will be paid a market salary.

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 the provider) will receive in relation to the protections that are the subject of the advice.

See below for information on the Steadfast association and commission.

Do you have any relationships or associations with the providers who issue the protection or any other material relationships?

Steadfast ART and GSA are Steadfast Group Limited ACN 073 659 677 (**Steadfast**) Network Brokers. Steadfast ART and GSA directors may hold shares in Steadfast.

As Steadfast Network Brokers, Steadfast ART and GSA 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 funded by Steadfast, subsidised by Steadfast or available exclusively to Steadfast Network Brokers for a fee.

GSA, GSA Specialty and Steadfast ART are subsidiaries of Steadfast.

Xenia Mutual Management Pty Ltd ACN 649 031 694 (**XMM**) and Steadfast Mutual Management Pty Ltd ACN 652 314 460 (**SMM**) manage mutuals on behalf of Steadfast ART.

XMM is 50% owned by Steadfast and SMM is a wholly owned subsidiary of Steadfast.

The mutuals pay a percentage of member contributions to XMM and SMM.

Steadfast Claims Solutions Pty Ltd ACN 649 484 364 (**SCS**) manages claims on behalf of the mutuals.

SCS is a subsidiary of Steadfast.

GSA Specialty may advise you to apply for protection from a mutual managed by either XMM or SMM and for which SCS manages claims.

Steadfast has arrangements with some 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.

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

If we arrange premium funding for you, we seek quotes from providers who offer competitive rates and fees. GSA Specialty has access to multiple premium funding companies, and other funding options may also be available. If requested, we can obtain additional quotes for you.

Please note that iQumulate Premium Funding Pty Ltd is a wholly owned subsidiary of Steadfast.

When providing premium funding quotes, our advice is general in nature and does not take into account your individual objectives, financial situation, or needs. You should carefully review all documentation provided by the funder to ensure any arrangements suits your circumstances.

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 contribution (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 3.0% of funded contribution. 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.

What should I do if I have a complaint?

1. Contact Steadfast ART and tell Steadfast ART about your complaint. Steadfast ART will do its best to resolve it quickly and fairly.
2. If your complaint is not satisfactorily resolved within 30 days, please contact Principal Consultant – Alternative Risk Transfer at gerhard.coetsee@steadfast.com.au or put your complaint in writing and send it to Principal Consultant – Alternative Risk Transfer at the address noted at the beginning of this FSG. Steadfast ART will try to resolve your complaint quickly and fairly.
3. If Steadfast ART is unable to resolve your complaint to your satisfaction, as a Steadfast Network Broker we have access to a additional, proactive service known as the Steadfast Customer Advocacy service, for no additional charge. It can assist if you have a problem related to satisfaction, or fair treatment in relation to your dealings with us, or your provider. 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. Steadfast ART is a member of the Australian Financial Complaints Authority (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:

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

What arrangements are in place to compensate clients for losses?

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

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

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 either GSA Specialty or Steadfast ART provides, please contact us.

Please retain this document for your reference and any future dealings with either GSA Specialty or Steadfast ART.