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Financial Services Guide

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

GSA Insurance Brokers Pty Ltd (GSA)
ABN 34 084 437 196
Australian Financial Services Licence Number 238477

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

Effective Date: 07 April 2026



GSA Insurance Brokers Pty Ltd | ABN 34 084 437 196 | AFSL 238477



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.

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

- We 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 may be subject to direct or indirect restrictions relating to the financial products in respect of which personal advice is provided; and/or
- We 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 other policies available, other than from those insurers we deal with regularly.

Product Disclosure Statement (PDS)

If you are a retail client and 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.



From when does this FSG apply?

This FSG applies from 07 April 2026 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 page 1 of this FSG.

Who is responsible for the financial services provided?

GSA 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.

GSA holds a current Australian Financial Services Licensee no: 238477. The contact details for GSA are on the front of this FSG.

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

GSA is authorised to advise and deal in retail and wholesale general insurance products to wholesale and/or retail clients. We will do this for you as your broker unless we tell you otherwise.

Sometimes we will act under a binder or agency from the insurer. When we act under a binder or agency we will be acting as the 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 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, 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

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. 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.gsaib.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. The fee will 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 of premium owed to you 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 may 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 with the insurer. We will earn interest on the premium 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.

You may also pay your invoice utilising premium funding. If you do use premium funding you are able to pay your premium by instalments, although you will incur a fee and interest. Any benefit GSA may receive as a result of premium funding being arranged for you is set out in this document.

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

Our remuneration will be calculated based on the following formula:

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

In this formula:

X = our remuneration

Y% = the percentage commission paid to us by the insurer (we will receive a percentage of the premium). 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).

F = the broker fee charged for the service provided to you (excluding GST)

Any fees that we charge you will be disclosed to you either on our invoice or in our SOA. For Retail Clients we disclose the dollar value of the remuneration earned.



If you pay by credit card we may charge you a fee which is non-refundable and reimburses us for bank fees, interests and charges associated with the use of a credit card.

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 (not in addition to those amounts).

Our employees that will assist you with your insurance needs will be paid a market salary. Our employees may be entitled to a performance bonus depending on the quality of work that they provide to clients during any financial year and the achievement of company goals.

GSA's employees may also be invited to annual conferences, meals or other non-monetary benefits from external parties such as insurers, underwriting agencies or reinsurers. You do not bear the cost of these events and such relationships are managed under GSA's Conflicts of Interest policy.

You may request details of our commission and other benefits and the commission and other benefits of anyone referring you to Us (or us to any insurer) within a reasonable time after you are given this FSG and before we provide any services to you.

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 the Steadfast association and commission.



GSA is a Steadfast Group Limited (**Steadfast**) Network Broker and brokerage company and/or principals/directors hold shares in Steadfast. As a Steadfast Network Broker, we have access to 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.

GSA is a subsidiary of Steadfast.

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

GSA and Steadfast each have arrangements with some insurers, underwriting agencies and premium funders (**Partners**) under which the Partners may pay GSA and/or Steadfast a fee to access to strategic and technical support and the Steadfast Broker Network. Steadfast is also a shareholder of some Partners.

The fee is not determined by the volume of business that GSA or Steadfast Network places with the Partners, so it cannot influence recommendations to their clients.

GSA may recommend to place insurance coverage with other Steadfast owned insurers and subsidiaries. We may conduct dealings with other Steadfast owned insurers, premium funders and underwriting agencies, given the comprehensive suite of specialist insurance products and options that are available to better suit your needs and provide a more tailored insurance solution. We confirm that our insurance recommendations to you are not influenced by our relationships and are solely based on what is the best option for You as the Insured. Please note that by receiving this disclosure, it is assumed that You have read, understood and are aware of the contents of this notice.

The Steadfast owned entities that we may deal with and recommend to You as the Insured, include but are not limited to:

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| <ul style="list-style-type: none">• @Risk Underwriting• Arena Underwriting• Armada Underwriting• Australian Caravan Insurance• Axis Underwriting• CHU• Coast Insurance• Emergence Insurance• Flex Insurance• HMIA• Mecon Insurance• Miramar Group | <ul style="list-style-type: none">• National Motorcycle Insurance• Nautilus Marine Insurance• Prevail• Primassure• ProRisk• Protecsure• Proteus Marine Insurance• QUS Strata Insurance• Sports Underwriting• Sure Insurance• UAA |
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For a list of all Steadfast's subsidiary and associate companies, as well as brands, please refer to Steadfast's Annual Report available in the Investor section of Steadfast's website www.steadfast.com.au

If we arrange premium funding for you, we seek quotes from providers who offer competitive rates and fees. GSA has access to multiple

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



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 arrangement 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 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 3.0% 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.

GSA subscribes to the NIBA Insurance Brokers Code of Practice.

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 20 days, please contact Rocco Pirrello on 02 8274 8162 or put your complaint in writing and send it to Rocco Pirrello at the address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly.
3. GSA 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 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 do you have in place to compensate clients for losses?

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

The PI policy covers us and our employees for claims made against us and our employees by clients as a result of the conduct of us or our employees in the provision of financial services.

This policy satisfies the requirements for compensation arrangements under section 912B of the Corporations Act.

Cooling off Period

If you decide that you do not need the retail insurance which has been arranged on your behalf, you have a minimum of 14 days from the earlier of the date you receive confirmation of the contract and the date it was arranged to change your mind.

You must tell the insurer in writing that you wish to return the insurance contract and have the premium repaid. If you do so, the insurance contract will be terminated from the time you notified the insurer and the premium will be returned.

The insurer may retain its reasonable administration and transaction costs and a short term premium. You cannot return the contract of insurance if it has already expired or if you have made a claim under it.

We note that the above is the standard cooling off period and that you should check your Insurer's Product Disclosure Statement for the specific cooling off period that relates to your product.



Making a Claim

Please contact GSA immediately if you need to lodge a claim. This can be directed to claims@gsaib.com.au

Further details on how to make a claim on your policy can be found in the relevant Product Disclosure Statement.

Duty to take reasonable care not to make a misrepresentation

A contract of insurance is a consumer insurance contract if the insurance is obtained wholly or predominantly for personal, domestic or household purposes of the insured. It includes general insurance contracts (such as consumer credit, motor vehicle, home and contents, sickness, and accident and travel insurances) and life insurance contracts.

When you apply for home insurance, car insurance or any other insurance that is wholly or predominantly for personal, domestic or household use we will ask you specific questions that are relevant to the insurers decision to insure you and on what terms including the premium that the insurer will charge.

When you take out, renew, extend or vary your insurance policy, it is important that you understand you are answering questions for yourself and anyone else to be covered by the policy.

You should always provide us with complete and honest answers to all the questions we ask you, by answering questions about yourself and other named policy holders to the best of your knowledge.

This is your duty to take reasonable care not to make a misrepresentation.

If your breach is fraudulent, your policy may be cancelled from the beginning.

Changes to your circumstances

During the terms of your contract of insurance, we ask that you inform your insurer of any changes to the details on your Certificate of Insurance that are no longer accurate.

Any changes may affect the premium and excesses applied to your policy or your insurances may be inadequate to fully cover you.

We can assist you to do this to ensure that your contract of insurance is altered to reflect those changes.

Any questions?

If you have any further questions about the financial services GSA provides, please contact us.

Please retain this document for your reference and any future dealings with GSA.
