MEGALINES
INSURANCE & RISK ADVISERS

FINANCIAL SERVICES GUIDE

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

Mega Lines Pty Ltd trading as Megalines Insurance & Risk Advisers

(herein after referred to as Megalines, we, our)

ABN 68 122 341 191
Licence No: 495082

PO Box 6353, Point Cook VIC 3030
T (03) 8379 7300 | (03) 8677 9344
E info@megalines.com.au

Be covered... not just insured

THE PURPOSE OF THIS GUIDE

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use any of our services and contains important information about:

- The services we offer you
- How we and our associates are paid
- Any potential conflicts of interest we may have
- What to do in the event of a complaint

RESPONSIBILITY FOR SERVICES PROVIDED

We are an Authorised Representative (AR) of **Mega Lines Pty Ltd** who hold an Australian Financial Services Licence (AFSL) and we are authorised by them to advise and deal in the full spectrum of general insurance products.

We employ the following staff who are also Authorised representatives of **Mega Lines Pty Ltd**

Individual AR – Jashan Randhawa(AR#001275842)
Individual AR - Kim Miliankos(AR# 001314171)
Individual AR - Maheen Abrah Khan(AR# 001307642)
Individual AR - Mohammad Karim(AR# 001307986)

Mega Lines Pty Ltd is responsible for the financial services provided to you, or through you to your family members, including the distribution of this FSG.

They are required to meet high standards for: staff training, organisational competence, management expertise, financial control and compliance disciplines.

WHO DO WE ACT FOR

We usually act on your behalf and in your interests in all matters. Sometimes, it may be more appropriate for us to access insurance or manage claims where we act as an agent of the insurer. If and when this situation arises we will explain and highlight this to you.

OUR SERVICES

Our services include but not limited to:
Reviewing and advising on your insurance needs
• Identifying risk factors to avoid claims
• Seeking competitive premium quotations

HOW TO CONTACT US

You are able to contact us by phone, in writing, email or in person.

OUR PRODUCTS

We can advise and arrange a broad range of insurances on your behalf including: Home Building and Contents, Private and Commercial Motor, Farm, Business Packages, Construction, Liability, Industrial and Professional covers.

RETAIL CLIENTS

Under the Corporations Act 2001 (The Act) Retail Clients are provided with additional protection from other clients. The Act defines Retail Clients as:

Individuals or a manufacturing business employing less than 100 people or any other business employing less than 20 people <u>and</u> that are purchasing the following types of insurance covers:

Motor vehicle, home building, contents, personal and domestic, sickness/accident/travel, consumer credit and other classes as prescribed by regulations.

LACK OF INDEPENDENCE

We receive commissions from underwriters that we place your insurance with and we retain that commission to operate our business.

RETAIL CLIENT ISSUES

Typically we only provide General Advice to our Retail Clients. General Advice does not take into account your particular needs and requirements and you should consider the appropriateness of this advice to your circumstances prior to acting upon it. We will provide you with a General Advice Warning in such cases.

If you are a new Retail Client purchasing Personal Accident or Sickness insurance and obtain Personal Advice, that is, advice that takes into account your particular circumstances, we will give you a **Statement of Advice (SOA)**, that sets out the advice provided and the basis on which the advice is made and our remuneration should you purchase the product.

For existing Retail Clients we may not provide an SOA but rather provide the advice to you orally. In such cases you may request us to provide you with a Record of Advice (via phone or in writing) which we will provide to you within 28 days of such request.

When you ask us to recommend an insurance policy for you, we will usually only consider the policies offered by the insurance providers that we deal with regularly. In giving you advice about the costs and terms of recommended polices we have not compared those policies to other policies available, other than from those insurance providers we deal with regularly.

If we recommend the purchase of a particular financial product, we will also give you a **Product Disclosure Statement** at that time, which sets out details specific to that product and the key benefits and risks in purchasing the product.

PERSONAL INFORMATION

The Privacy Act 1988 sets out standards for the collection and management of personal information. With your consent, we will only use your personal information for general insurance services. Our Privacy Policy Statement is available on our website.

COMPLAINTS

Clients not satisfied with our services should contact **Mega Lines Pty Ltd's** Complaints Officer in the first instanceon 03-8379 7300. They are members of the Australian Financial Complaints Authority (AFCA), a free consumer service. Further information is available from our office, or contact AFCA directly on 1800 931 678 or visit www.afca.org.au. They also adopt the Insurance Brokers Code of Practice.

COMPENSATION

Mega Lines Pty Ltd holds a Professional Indemnity Policy which also provides coverage for Us. This policy is designed to pay claims by Third Parties (including our clients) arising out of our Professional Negligence. The policy extends to cover **Mega Lines Pty Ltd** for work done by Us after We cease to work for **Mega Lines Pty Ltd** and satisfies the requirements for compensation arrangements under Section 912B of The Act.

ELECTRONIC DELIVERY OF DISCLOSURE NOTICES

Please note that where possible we prefer to provide all correspondence and disclosure notices (including Financial Services Guides and Product Disclosure Statements) to you electronically, via email or links to websites etc. If you have provided your email address to Us we will typically use that email address for all correspondence and disclosure notices. Should you not wish to be sent disclosure documents electronically please advise us and we will update our records accordingly.

MEGALINE's SOURCES OF INCOME

When placing your insurance they usually receive a commission from the insurer. The amount varies between 0% and 30% of the base premium you pay. Where a policy is canceled before the period of insurance has ended we will usually retain the commission on any return premium involved.

If you are a Retail Client the commission amounts we receive from underwriters for all transactions will either be disclosed on your invoices or on our Terms of Engagement that accompany the invoices. In addition, when we give you Personal Advice, commission amounts will be provided in any SOA we are required to provide you. We have a set of standard non refundable Broker Fees that we charge you for services such

- Market research on products available.
- Assessing the claims service of insurers.
- Sourcing alternative quotations and coverage.
- Risk analysis and portfolio co-ordination.

All fees payable for services will be advised to you at or before the time of providing the advice or service.

Mega Lines Pty Ltd may receive additional remuneration from insurers with whom they have profit share or volume bonus arrangements. This remuneration is payable if they meet certain agreed sales and/or profitability targets set by the insurer. If they have profit share arrangements with an insurer that apply to a product we recommend to you, we will advise you of this at the time of making any such recommendation if the amount involved is material.

ABC retains the interest on premiums paid by you that are held in their trust account before paying the insurer.

If you pay by credit card we may charge you a credit card fee, which is disclosed and shown separately on our invoices, they are non-refundable. This fee covers the cost of bank charges etc. associated with such facilities.

Premium funding products enable you to pay your premiums by installments. Premium funders do charge interest. We can arrange premium funding if you require it. We may receive a commission based on a percentage of the premium from the premium funder for doing so. We will tell you the basis and amount of any such payment if you ask us.

STEADFAST MEMBERSHIP

Mega Lines Pty Ltd is a Steadfast Group Limited (**Steadfast**) 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.

Mega Lines Pty Ltd 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

HOW WE ARE PAID

We receive between 90% and 94% of **Mega Lines Pty Ltd's** income that is generated by our clients. If a person has referred you to us, we may pay them a part of any fees or commission received. If you are a Retail Client and receive Personal Advice remuneration details will be disclosed in the SOA or invoices related to the advice.

CONFLICTS OF INTEREST

As a business we have relationships with and receive income from various third parties as detailed in this FSG. For Retail Clients receiving Personal Advice, details of relationships that impact the advice will be included in any SOA or invoice documentation we send you. All material conflicts that impact our advice, that are not mentioned in this FSG, will be advised to you on the invoices related to that advice.

CONTACT AGREEMENT

To ensure that we provide you with appropriate products and services, you agree to us calling you at our discretion to discuss new products and services. If you do not wish to receive such calls please advise us and we will place you on our Do Not Call Register.

Earnest Insurance Pty Ltd

ABN - 50 638 315 652

TRADING AS

TOWNSVILLE INSURANCE BROKERS

Corporate Authorized Representative

CAR - 001282297

Suite 6, 134 Charters Towers Road,

Hermit Park QLD 4812

MOBILE: 0473 574 772/1300 069 570

Website: www.townsvilleinsurance.com.au

Corporate Authorized Representative

CAR - 001282297

for

Mega Lines Pty Ltd

(Insurance Brokers)

AFSL Licence No: 495082

ABN: 68 122 341 191

UNIT 112, LEVEL 1

22-30 WALLACE AVENUE,

POINT COOK VIC 3030

P O BOX 6353

POINT COOK VIC 3030

PHONE: (03) 8379 7300

EMAIL: info@megalines.com.au

WEBSITE: www.megalines.com.au

This FSG VERSION (V04) has been authorized by the licensee and applies from Aug 2025

Terms of Engagement

In regard to the attached invoice(s) or quotation(s) we will act on your behalf as an insurance broker except in cases where we are acting on behalf of the insurer under a Binder arrangement. If we are acting under a Binder this will be clearly noted on the invoice(s) or quotation(s).

Our Services

As your insurance broker, we will provide the following services in relation to the coverage provided under the invoice / quotation:

- Seek insurance quotes from the insurance providers that we have arrangements with. Please note this may not be applicable where we are acting under a Binder.
- Negotiate policy coverage and renewal annually or as otherwise agreed between us.
- Arrange coverage where you have authorised us to do so (except in circumstances where unless you instruct otherwise, we may choose to arrange coverage on your behalf if we consider that is in your best interests).
- Where we consider that Premium Funding may be an attractive option for you we will obtain and provide this option to you at the time we provide you with invoices/quotations. You can also request us to obtain and provide a Premium Funding quotation in those cases where we have not provided this to you.
- Assist you to prepare and manage claims under policies we have arranged for you and advocate on your behalf during the claims process.
- Facilitate policy changes and/or cancellations as per your instructions

Please note that we have formal arrangements with most of the insurers and underwriters that deal with insurance brokers. This assists us to find competitive price and coverage options for you. Some insurers and underwriters only deal direct with clients and therefore we are unable to access quotes or arrange insurance with these providers. We can provide you with a list of the insurance providers we deal with upon request.

Based on our professional judgement and knowledge of the market, we may seek quotes from multiple insurance providers before making a recommendation. In other cases we may assess that your current insurance provider's offering is more than competitive and there is no need to seek alternative terms.

Where requested we can help you identify and assess your risks and recommend insurance options that specifically address such risks and also provide advice on risk mitigation and management strategies. Additional fees may apply for these services.

Policy Cancellation

If a cover is cancelled before the expiry of the period of insurance, we reserve the right to refund to you only the net return premium we receive from the insurer and not refund any part of the brokerage and/or broker fee we receive for arranging the cover. A broker fee may be charged to process the cancellation.

Our Advice To You

When making a recommendation, we will not take into consideration your personal objectives, financial situation or needs. Before taking any action, you should consider whether the advice we have provided is appropriate to you having regard to your individual circumstances. Retail Clients should obtain and read the relevant product disclosure statements before making a decision.

Under the Corporations Act, Retail Clients are broadly defined as: Individuals, manufacturing business employing less than 100 people or any other business employing less than 20 people and that are purchasing insurance coverage for motor vehicles, home building, contents, personal and domestic, sickness/accident/travel, consumer credit and other classes as prescribed by regulations.

Period of Engagement

Unless we agree otherwise, our appointment in regard to this insurance is for the period of insurance set out in the invoices / quotations attached. This appointment may be cancelled by you at any time.

Insurance Brokers Code of Practice

We are bound by the Insurance Brokers Code of Practice. You can ask us for a copy of the Code or you can access it from National Insurance Brokers website - www.niba.com.au.

Our Remuneration

In return for the services we provide, we will receive a commission usually between 5% and 27% per cent of the premium paid (excluding relevant taxes, charges and levies) which is paid to us by the insurer and a fee, payable by you.

Notification of Changes

We will notify you of any changes to these terms of engagement or services provided.