



FINANCIAL SERVICES GUIDE

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

EARNEST INSURANCE PTY LTD ABN: 50 638 315 652 trading as Townsville Insurance Brokers

Address: Suite 6
134 Charters Towers Road
Hermit Park
QLD 4812

Phone: 1300 270 772

E: quotes@townsvilleinsurancebrokers.com.au

www.townsvilleinsurancebrokers.com.au

Townsville Insurance Brokers is a trading name of

EARNEST INSURANCE PTY LTD which is the authorised representative of:

Mega Lines Pty Ltd Australian Financial Services Licence No: 495082

ABN: 68 122 341 191

Unit 112, Level 1, 22-30 Wallace Avenue PO BOX 6353 Point Cook VIC 3030

PHONE: (03) 8379 7300 EMAIL: info@megalines.com.au

WEBSITE: www.megalines.com.au

MEGA LINES PTY LTD holds a current Australian Financial Services Licence No: 495082 and is responsible for the financial services that EARNEST INSURANCE PTY LTD provides to you. EARNEST INSURANCE PTY LTD's Authorised Representative No is 001282297. MEGA LINES PTY LTD is also responsible for the content and distribution of this FSG. The distribution of this FSG by EARNEST INSURANCE PTY LTD is authorised by MEGA LINES PTY LTD

This FSG sets out the services that I/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 I/we offer you.
- How I/we and others are paid.
- Any potential conflict of interest I/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 are not independent, impartial or unbiased because Our Licensee receives commissions from the underwriters that we place your insurance with. They pay us a percentage of such commissions and retain the balance to operate their business.

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.

RESPONSIBILITY FOR SERVICES PROVIDED

We are an Authorised Representative (AR) of Mega Lines Pty Ltd who hold an Australian Financial Services Licence (AFSL No. 495082) 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 - Maheen Abrah Khan(AR# 001307642)

Individual AR - Mohammad Karim(AR# 001307986)

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

Product Disclosure Statement (PDS)

If I/we offer to arrange the issue of an insurance policy to you, I/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 from the insurer. 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 20 TH September 2025 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.
How can I instruct you?	You can contact me/us to give me/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?	MEGA LINES PTY LTD 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. MEGA LINES PTY LTD holds a current Australian Financial Services Licensee no: 495082 The contact details for MEGA LINES PTY LTD 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?	EARNEST INSURANCE PTY LTD is authorised to advise and deal in the full spectrum of general insurance products to wholesale and/or retail clients under MEGA LINES PTY LTD 's Australian Financial Service Licence. I/We will do this on your behalf as your broker unless I/we tell you otherwise. Sometimes I/we will act under a binder or agency MEGA LINES PTY LTD has from an insurer. When I/we act under a binder or agency, I/we will be acting as the agent of the insurer. This means that I/we represent and act for the insurer, not for you. I/we will tell you when I/we act under a binder or agency to arrange your insurance or advise you about your insurance needs

Will I receive tailored advice?	In some cases, I/we will not ask for any of this information. If I/we do not ask, or if you do not give us all of the information I/we ask for, any advice you receive may not be appropriate to your needs, objectives and financial situation. EARNEST INSURANCE PTY LTD is authorised to provide you with general advice only and not with tailored advice. You should read the that I/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,
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?	MEGA LINES PTY LTD maintains a record of your personal profile, including details of insurance policies that I/we arrange for you. MEGA LINES PTY LTD may also maintain records of any recommendations or advice given to you. MEGA LINES PTY LTD will retain this FSG and any other FSG given to you as well as any SOA or PDS that I/we give or pass on to you for the period required by law. MEGA LINES PTY LTD is and 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 MEGA LINES PTY LTD 's privacy policy is available on request. A copy is also available on MEGA LINES PTY LTD 's website at www.megalines.com.au If you wish to look at your file, please ask us. I/we will arrange for you to do so.
How will I pay for the services provided?	Payment for the services I/we provide you are payable directly to MEGA LINES PTY LTD For each insurance product, the insurer will charge a premium that includes any relevant taxes, charges and levies. MEGA LINES PTY LTD often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to MEGA LINES PTY LTD 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 MEGA LINES PTY LTD 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), I/we will retain any fee we have charged you. I/we will

also retain commission depending on our arrangements with the insurer or charge you a cancellation fee equal to the reduction in commission.

When you pay us your premium it will be banked into MEGA LINES PTY LTD 's trust account. MEGA LINES PTY LTD will retain the commission from the premium you pay us and remit the balance to the insurer in accordance with MEGA LINES PTY LTD 's arrangements with the insurer MEGA LINES PTY LTD will earn interest on the premium while it is in their trust account or MEGA LINES PTY LTD may invest the premium and earn a return. MEGA LINES PTY LTD will retain any interest or return on investment earned on the premium.

If we provide you with claims handling and settling services, we will inform you of any fees, commission or other payments that we, MEGA LINES PTY LTD or our associates will receive in relation to the claims handling and settling services that are provided].

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

MEGA LINES PTY LTD 's commission will be calculated based on the following formula:

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

In this formula:

X = MEGA LINES PTY LTD 's commission

Y% = the percentage commission paid to Mega Lines Pty Ltd by the insurer MEGA LINES PTY LTD 's 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).

I/we will receive 90% of MEGA LINES PTY LTD 's commission and fees.

Any fees that MEGA LINES PTY LTD or I/we charge you will be disclosed.

MEGA LINES PTY LTD does not, and I/we do not often pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer. If MEGA LINES PTY LTD does, MEGA LINES PTY LTD will pay commissions to those people out of its commission or fees (not in addition to those amounts), in the range of 0% to 30% of its commission or fees.

See below for information on the Steadfast association and commission.

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

MEGA LINES PTY LTD is a Steadfast Group Limited (**Steadfast**) Network Broker and brokerage company and/or principals/directors hold shares in Steadfast]. As a Steadfast Network Broker, MEGA LINES PTY LTD 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.

Steadfast has arrangements with some insurers 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.

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

If I/we arrange premium funding for you Mega Lines Pty Ltd may be paid a commission by the premium funder. I/We may also charge you a fee (or both). The commission that MEGA LINES PTY LTD 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 MEGA LINES PTY LTD become entitled to the commission.

MEGA LINES PTY LTD 's commission rates for premium funding are in the range of 1% to 4% of funded premium. When I/we arrange premium funding for you, you can ask us what commission rates MEGA LINES PTY LTD 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 MEGA LINES PTY LTD and tell MEGA LINES PTY LTD about your complaint. MEGA LINES PTY LTD will do its best to resolve it quickly.
 2. If your complaint is not satisfactorily resolved within 7 days, please contact Bunmi Ajayi on 03-8379 7300 or put your complaint in writing and send it to info@megalines.com.au at the address noted at the beginning of this FSG. MEGA LINES PTY LTD will try to resolve your complaint quickly and fairly.
 3. If our brokerage is unable to resolve your complaint to your satisfaction, as a Steadfast Network Broker we have access to a free, additional, proactive service known as the Steadfast Customer Advocacy service. It can assist if you have a problem related to satisfaction, or fair treatment in relation to your dealings with us, or your insurer. 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. Mega Lines Pty Ltd 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
 5. Website - www.afca.org.au Mega Lines Pty Ltd is a member of AFCA . If you have a complaint about a policy that I/we arranged under a binder that cannot be resolved to your satisfaction by our brokerage, or by the Steadfast Customer Advocacy service or MEGA LINES PTY LTD you have the right to refer the matter to MEGA LINES PTY LTD at no cost to you.
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What arrangements are in place to compensate clients for losses?	MEGA LINES PTY LTD has a professional indemnity insurance policy (PI policy) in place. The PI policy covers MEGA LINES PTY LTD and its representatives (including authorised representatives and staff) for claims made against them by clients as a result of their conduct in the provision of financial services.] 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 Corporations Act.
Any questions?	If you have any further questions about the financial services EARNEST INSURANCE PTY LTD or MEGA LINES PTY LTD provides, please contact us. Please retain this document for your reference and any future dealings with EARNEST INSURANCE PTY LTD or MEGA LINES PTY LTD

This FSG has been authorized by Mega Lines Pty Ltd (the licensee) and applies from 20/09/2025

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 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.

This FSG Version(V05) applies from 20th September 2025