

Financial Services Guide (FSG)

The financial services referred to in this Financial Services Guide ('FSG') are offered by HMIA Pty Ltd (ABN 11 169 198 323) ('HMIA').

All references to 'we', 'us' or 'our' in this FSG are references to HMIA unless specified otherwise.

Listed below are the contact details for HMIA:

Street Address: Suite 12.02, Level 12, 1 Castlereagh Street, Sydney NSW 2000

Postal Address: PO Box H320 Australia Square, Sydney NSW 1215

Phone: +61 2 9227 8400

Fax: +61 2 9221 5663

Website: www.hmia.com.au

Email: enquiries@hmia.com.au

HMIA is an Authorised Representative of SGUAS Pty Ltd (ABN 15 096 726 895) ('SGUAS'). Listed below are the contact details for SGUAS:

Street Address: Level 5, 99 Bathurst Street, Sydney NSW 2000

Postal Address: PO Box A2016, Sydney South NSW 1235

Phone: +61 2 9307 6600

Fax: +61 2 9307 6699

Website: www.steadfastagencies.com.au

SGUAS holds a current Australian Financial Services Licence ('AFSL') No.: 234437 and is responsible for the financial services that HMIA provides to you. HMIA's Authorised Representative No. is 462126. SGUAS is also responsible for the content and distribution of this FSG. The distribution of this FSG by HMIA is authorised by SGUAS.

Purpose and content of the FSG

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; 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; and arrangements that are in place to compensate clients for losses.

Any financial services provided in accordance with this FSG will only relate to products arranged by HMIA pursuant to SGUAS' AFSL.

This guide is an important document. Please read it carefully and keep it in a safe place for your reference and for any future dealings with us.

From when does this FSG apply?

This FSG applies from 1 June 2023 and remains valid unless a further FSG is issued to replace it.

Who is responsible for the financial services provided?

SGUAS holds a current AFSL No.: 234437 and is responsible for the financial services that HMIA provides to you.

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

HMIA is authorised pursuant to SGUAS' AFSL to deal in and provide financial advice in relation to general insurance and claims handling and settling services for retail and wholesale clients.

To assist in your decision making, we will give you information about our insurance product by providing you with a Product Disclosure Statement ('PDS'). The PDS is an important document. You should carefully read the PDS to decide if the product features suit your objectives, financial situation and needs before making a decision about the insurance product. Please keep the PDS in a safe place for your reference and for any future dealings with us.

In some cases, we may make a general recommendation or give an opinion about the insurance products ('General Advice'). We do this without consideration of your specific individual objectives, financial situation or needs. This is a General Advice service. We do not provide any advice on whether other products may be more appropriate for your needs or which of the product options may be best for you.

You need to consider the appropriateness of any information or General Advice we give you, having regard to your specific individual objectives, financial situation or needs before acting on it.

Product Disclosure Statement

If we offer to issue an insurance policy to you, we will also provide you with, or pass on to you, a 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 policy.

Who do we act for?

When we provide financial services to you, we will not be acting on your behalf. This is because we are underwriting agents. When we distribute insurance products, we are acting under a binding authority given to HMIA by the insurer who underwrites the insurance cover. This binding authority allows us to accept your application for insurance as if we were the insurer. This means that we represent and act for the insurer and not for you.

How we are paid for our services

We receive income from the following sources:

Premium

When we issue you with an insurance policy, you will pay a premium based on our assessment of the risk profile you have provided. The total amount you pay is the premium plus any relevant taxes, charges and levies.

When you pay your premium to us, it will be banked into our trust account prior to being remitted to the insurer's trust account, net of any commission (see below) payable to us. We will 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 may earn interest on the premium while it is in our trust account. We will retain any interest earned on the premium.

All collected premium, applicable fees and statutory charges are held in our trust account in accordance with statutory provisions.

You can choose to pay the premium by any of the payment methods set out in your insurance schedule and tax invoice. You are required to pay us within the timeframe set out in the insurance schedule/tax invoice.

Commission

We receive a commission which is calculated as percentage of the premium less any relevant taxes, charges and levies.

The percentage of commission we receive is paid at a rate of 21.5%. At the end of the calendar year, we may receive additional commission from the insurer, depending on the overall performance and profitability of the portfolio with such additional commission being limited to 6% of premium received by the insurer during that calendar year.

The commission is included in the total amount you pay for the insurance policy and is not in addition to the insurance policy.

The commission applies to each insurance policy issued or renewed through us. The commission may not be refundable in the event of cancellation unless the insurance policy is cancelled either within the cooling-off period or is a full term cancellation.

See below for information on our association with Steadfast Group Ltd.

Administration Fee

In some circumstances, we may charge you an Administration Fee of up to \$7,500 exclusive of GST. We can tell you the exact Administration Fee at the time you (or your broker) contact us. The Administration Fee, if applicable, is stated in your insurance schedule/tax invoice.

The Administration Fee applies to each policy issued or renewed through us.

The Administration Fee is not refundable in the event of cancellation unless the insurance policy is cancelled either within the cooling-off period or is a full term cancellation.

Endorsement Fee

Any change to your insurance policy throughout the period of insurance may incur an Endorsement Fee of \$100 exclusive of GST and will be shown on your insurance schedule/tax invoice. The Endorsement Fee is not refundable in the event of cancellation.

Claims Handling Fee

A Claims Handling Fee is charged on aggregate excess policies only, at a rate of up to 8% of the aggregate excess amount.

The Claims Handling Fee will be shown on your insurance schedule/tax invoice. The Claims Handling Fee is not refundable in the event of cancellation.

Remuneration of employees

HMIA and SGUAS employees assisting you with your insurance needs will be paid a market salary and may earn a cash bonus or other incentives based on achievement of a broad range of goals, including financial targets. Some employees and officers of HMIA who hold a shareholding or ownership interest in HMIA may receive company dividends.

Further information

You may request particulars of our remuneration (including commission) or other benefits, including, to the extent relevant, a statement of the range of amounts or rates within a reasonable time following receipt of this FSG and before we provide any financial service to you.

Association with Steadfast

Steadfast Group Ltd (ABN 98 073 659 677) ('SGL') holds a majority equity position in HMIA.

SGL may receive a professional services fee (PSF) from insurers, premium funders and underwriting agencies such as HMIA (Partner) for access to regulatory and compliance support; marketing and communications; data insights; and access to technology platforms. The PSF is an agreed amount between SGL and the relevant Partner, usually annually. The PSF is not determined by the volume of the business that the Steadfast Network brokers place, nor is the amount of the PSF known to the Steadfast Network Brokers, so it is not able to influence recommendations to their clients.

HMIA may have access to shared services from SGL, including: compliance tools; procedures; manuals and training; legal; HR; banking; and group purchasing arrangements. These services are funded by SGL, subsidised by SGL or SGL receives a fee for them.

SGL's FSG is available at www.steadfast.com.au or on request by telephoning SGL's Company Secretary on +61 2 9495 6500.

What is your duty of disclosure obligation?

In accordance with the *Insurance Contracts Act 1984* (Cth) you have a duty to take care not to make a misrepresentation. For the full wording of your duty to take care not to make a misrepresentation, please refer to the PDS.

Conflicts of interest

We take any potential and actual conflicts of interest seriously and have a conflict of interest policy. Conflicts of interest are circumstances where some or all of your interests are or may be inconsistent with or diverge from some or all of our interests. We manage conflicts of interest through adequate controls, disclosure and avoidance. We also provide training to our employees to identify conflicts of interest and encourage the early reporting of potential conflicts of interest.

What arrangements do we have in place to compensate clients for losses?

HMIA and SGUAS both have a professional indemnity insurance policy ('PI policy') in place which satisfies the requirements for compensation arrangements under Section 912B of the *Corporations Act 2001* (Cth).

The PI policy covers SGUAS and HMIA for claims made against SGUAS and HMIA as a result of the conduct of SGUAS and HMIA or conduct by employees (or former employees) in the provision of financial services.

What should you do if you have a complaint?

If you make a complaint regarding our services, we will do everything we can to try to resolve it as quickly and fairly as possible.

1. INTERNAL DISPUTE RESOLUTION PROCESS (IDR)

1.1 What to do if you have a complaint

Complaints may be referred by either email, telephone or mail:

Phone: (02) 9227 8400
Email: servicefeedback@hmia.com.au
Mail: Suite 12.02, Level 12, 1 Castlereagh Street, Sydney NSW 2000
PO Box H320, Australia Square NSW 1215

To allow HMIA to consider your complaint the following information needs to be provided (where available):

- Name, address, email and telephone number of the policyholder;
- Policy number, claim number and product type;
- Name and address of the insurance intermediary through whom the policy was obtained;
- Reasons why you are dissatisfied and an explanation of the situation that led to the complaint; and
- Copies of any supporting documentation you believe may assist HMIA in addressing your complaint appropriately.

1.2 How HMIA or HDI Global Specialty SE - Australia (ABN 58 129 395 544) ('HDI Global Specialty') will handle your complaint

HMIA or HDI Global Specialty aim to acknowledge receipt of your complaint by either telephone, email, social media channels or letter within 1 business day and advise the name and contact details of the employee assigned to liaise with you.

HMIA or HDI Global Specialty will respond to your complaint in writing within 30 calendar days of first being notified of the complaint, provided HMIA or HDI Global Specialty have all the necessary information and have completed any necessary enquiries and/or investigations.

HMIA or HDI Global Specialty will keep you informed of the progress no less than every 10 business days unless it is resolved earlier.

If HMIA or HDI Global Specialty is unable respond within 30 calendar days, HMIA or HDI Global Specialty will provide you with an Internal Dispute Resolution Delay Notification outlining the reasons for the delay and your right to complain to the Australian Financial Complaints Authority ('AFCA') if you are dissatisfied.

2. EXTERNAL DISPUTE RESOLUTION PROCESS (EDR)

2.1 Australian Financial Complaints Authority

If HMIA or HDI Global Specialty's response following the IDR process does not resolve your complaint to your satisfaction, or if HMIA or HDI Global Specialty have not resolved your complaint within 30 calendar days of the date HMIA first received your complaint, you can seek an external review via HDI Global Specialty's external dispute resolution scheme administered by AFCA. AFCA is for customers and third parties as allowed under its Rules.

There may be occasions when HMIA or HDI Global Specialty determine that a complaint should be referred to AFCA for resolution. If this is the case your consent would be obtained before any referral is made to AFCA.

AFCA is an independent national scheme for consumers, free of charge and aimed at resolving disputes between the insured and their insurance intermediary/insurer. AFCA can advise you if your dispute falls within their Rules.

Determinations made by AFCA are binding on the intermediary/insurer, where relevant. If you would like to refer your dispute to AFCA, you must do so within 2 years of the final decision from IDR. AFCA may still consider a dispute lodged after this time if AFCA considers that exceptional circumstances apply.

AFCA's contact details are:

Phone: 1800 931 678
Email: info@afca.org.au
Mail: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001
Website: www.afca.org.au

2.2 Process

If you choose to lodge your dispute with AFCA, they will contact HMIA and/or the insurer and ask for a response from both parties. Response times requested by AFCA vary depending on the situation.

If AFCA advises you that their Rules do not extend to you or your dispute, you can seek independent legal advice or access any other external dispute resolution options that may be available to you.

For our full complaints process please go to our website www.hmia.com.au or request a hard copy.

How can you instruct us?

You can contact us to give instructions by post, phone, fax or email on the contact number or details mentioned on page 1 of this FSG.

What information do we maintain in your file and how can you access it?

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information.

If you apply for one of HMIA's insurance products, we will collect information from you for the purpose of us deciding whether to arrange insurance for you, and if so, on what terms. If we agree to issue the relevant insurance, we will use the information to manage rights and obligations under the insurance product. We do not trade, rent or sell your information.

You can request details of the information we hold about you at any time.

Our Privacy Officer can be contacted on +61 2 9227 8400 or by writing to the Privacy Officer at:

Postal Address: PO Box H320, Australia Square, Sydney NSW 1215

Fax: +61 2 9221 5663

Email: enquiries@hmia.com.au

For a full privacy collection statement, please refer to the PDS. To access our privacy policy, please go to www.hmia.com.au.

If you wish to examine your file or have a copy of this privacy policy sent to you, please ask us and we will arrange for this to occur.

We will retain this FSG and any other FSG given to you as well as any PDS that we give or pass on to you for the period required by law.

More information

If you have any further questions about the financial services we provide, please contact us. Please retain this document for your reference and any future dealings with us.

This FSG was prepared on 1 June 2023.

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