

## Financial Services Guide

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**Who provides the services described in this Financial Services Guide (FSG)?**

Steadfast Group Limited (**Steadfast**) ABN 98 073 659 677  
AFS Licence No. 254928

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**What are our contact details?**

Level 4, 99 Bathurst Street  
Sydney, NSW, 2000  
PO Box A980  
Sydney South, NSW, 1235  
Telephone: (02) 9495 6500  
Email: [Catherine.Pettitt@steadfast.com.au](mailto:Catherine.Pettitt@steadfast.com.au)

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**What information is in this FSG?**

This FSG sets out the services we offer. It is designed to assist you in deciding whether to use any of those services and contains important information about:

- How we and our associates are paid.
- Any potential conflicts 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, Steadfast Group Ltd, 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.

<b>From when does this FSG apply?</b>	This FSG applies from 08/05/24 and remains valid unless another FSG is issued to replace it.
<b>How can you instruct us?</b>	<p>We do not provide advice or any services directly to the public.</p> <p>If you require advice on any Steadfast products, you should contact your Steadfast Network Broker. Contact details for Steadfast Network Brokers can be found on our website, <a href="http://www.steadfast.com.au">www.steadfast.com.au</a></p> <p>However, if you deal with one of our Authorised Representatives, you should refer either to their FSG, or contact them for details.</p>
<b>Who is responsible for our financial services?</b>	<p>Steadfast is responsible for the financial services it provides and the distribution and content of this FSG.</p> <p>Steadfast holds a current Australian Financial Services Licence no: 254928. The contact details for Steadfast are set out in this FSG.</p>
<b>Do we have any material relationships or associations with the insurers who issue the insurance policies, or any other material relationships?</b>	<p>Steadfast has arrangements with some insurers, underwriting agencies and premium funders (<b>Partners</b>) under which the Partners may pay Steadfast a professional services fee (<b>PSF</b>) for access to Steadfast regulatory and compliance support, marketing and communications, training, data insights and access to technology platforms. Steadfast is also a shareholder of some Partners. The professional services fee is not determined by the volume of the business that the Steadfast Network places with the Partners, with the amount of the PSF not known to Steadfast Network Brokers, so it cannot influence recommendations to their clients.</p> <p>Steadfast provides Steadfast Network Brokers with access to a range of services. These include (but are not exclusive to): 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 (to assist our brokers to reduce operating costs, better assist their clients and continually increase professionalism). These Steadfast Network Broker services are funded by Steadfast, subsidised by Steadfast, or available exclusively to Steadfast Network Brokers for a fee.</p> <p>Steadfast is a shareholder in approximately 70 Steadfast Network Brokerages.</p> <p>If you deal with one of our Authorised Representatives, you should refer either to their FSG, or contact them for details.</p>

<b>Do we have any other associations or relationships which might reasonably be expected to influence us?</b>	<p>Steadfast is also a shareholder in approximately 30 Steadfast Underwriting Agencies.</p> <p>Steadfast Network Brokers may place your insurance with one or more of these agencies. Any placement will be on arm's-length terms.</p> <p>Steadfast Network Brokers have obligations to act in their clients' best interests. Steadfast Underwriting Agencies act for insurers.</p> <p>Steadfast is also a shareholder in approximately 10 complementary businesses that support Steadfast brokerages via the services they provide.</p>
<b>What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?</b>	<p>Steadfast is authorised to provide financial product advice on, and deal in, general insurance products for retail and wholesale clients.</p>
<b>Will I receive tailored advice from Steadfast?</b>	<p>No. We do not provide advice directly to the public, but we have direct contact with Steadfast Network Brokers. The advice we provide is general in nature. We do not provide personal advice.</p> <p>The advice we give does not take into account any of your particular objectives, financial situation or needs. For this reason, before you act on our advice, you should consider the appropriateness of the advice taking into account your own objectives, financial situation or needs.</p> <p>Before you make any decision about whether to acquire any policy, we recommend that you obtain and read the product disclosure statement for the policy.</p> <p>However, if you deal with one of our Authorised Representatives, you should refer either to their FSG, or contact them for details.</p>
<b>What information do you maintain in my file and can I examine my file?</b>	<p>We do not provide advice or have direct personal contact with the public. Therefore, we do not hold any information, including personal information, about you.</p> <p>However, if you deal with one of our Authorised Representatives, you should refer either to their FSG, or contact them for details.</p>

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**How will I pay for the services provided?**

You do not pay us any amount for our services. We receive a professional services fee from our Partners for access to Steadfast technology platforms, together with strategic and technological support.

However, if you deal with one of our Authorised Representatives, you should refer either to their FSG, or contact them for details.

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

Steadfast receives a professional services fee (**PSF**) from our Partners to access Steadfast regulatory and compliance support, marketing and communications, training, data insights and access to technology platforms. Steadfast is also a shareholder of some Partners. This fee does not relate to the financial services provided to you.

Steadfast expects to receive dividends from Steadfast Network Brokers and Steadfast Underwriting Agencies in proportion to its shareholdings and may make a net profit on any sale of such shareholdings.

If you deal with one of our Authorised Representatives, you should refer either to their FSG, or contact them for details.

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**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 30 calendar days, please contact **Catherine Pettitt** of Steadfast at [complaints@steadfast.com.au](mailto:complaints@steadfast.com.au) or by calling 02 9495 6509. We will try and resolve your complaint quickly and fairly.
3. Steadfast 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. The AFCA can be contacted at:

Mailing address - Australian Financial Complaints Authority Ltd, GPO Box 3, Melbourne, VIC 3001

Ph - 1800 931 678

Email - [info@afca.org.au](mailto:info@afca.org.au)

Website - [www.afca.org.au](http://www.afca.org.au)

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

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

The PI policy covers Steadfast and its employees for claims made against them by clients as a result of their conduct in the provision of financial services. The PI policy also covers Steadfast for claims relating to the conduct of former representatives who no longer work for Steadfast Group Ltd.

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

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**Any questions?**

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

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**More information**

Please see our website – [www.steadfast.com.au](http://www.steadfast.com.au)

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**End of FSG**