Financial Services Guide
Retail Life

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The financial services referred to in this financial services guide (FSG) are offered by by IFS Insurance Solutions Pty Ltd.

ABN 16 070 588 108, AFSL No. 241506
Level 27, 360 Elizabeth Street
Melbourne Victoria 3000
Phone: (03) 9923 7171
Website: www.ifsinsurance.com.au
Email: info@ifsinsurance.com.au

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

IFS Insurance Solutions is not independent, impartial or unbiased because we receive brokerage from Insurers for the advice and placement of insurances we provide to you for certain insurance products. IFSIS may also have associations or relationships with issuers of insurance and other financial products. If you have any questions please contact us.

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 1 September 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?	IFS Insurance Solutions Pty Ltd (IFSIS) 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. IFSIS holds a current Australian Financial Services Licensee no: 241506. The contact details for IFS 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?	The AFS Licence held by IFSIS allows it to: **Provide financial product advice on the following products:** • Life Insurance Risk • General Insurance **Deal in the following products:** • Life Insurance Risk • General Insurance To Retail and Wholesale clients. Please contact us if you wish to obtain information about whether you are a Retail client or a Wholesale client. 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. We normally act on your behalf as your insurance broker. If we act under a binder or agency from the insurer 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, or to provide claims handling and settling services on behalf of the insurer.
Will I receive tailored advice?	Maybe not in all cases. If you are a Retail client, then IFSIS is authorised to provide you with general advice only and not with tailored advice. If you are a Wholesale client IFSIS may restrict their representatives to the provision of general financial product advice. General advice is advice that does not take into account your needs and circumstances. If we provide you with general financial product advice for a Retail product it is important that you read any Product Disclosure Statement that we provide to you to determine whether the product suits your needs and circumstances. We may, however, 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. 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 that we give you, carefully before making any decision about an insurance policy. We will explain to you any significant risks relating to Retail Life financial products and strategies that we recommend to you under our general advice model. If we have not done so, you should ask us to explain those risks to you. Where we provide you with advice about your insurance arrangements, the advice we provide 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 PDS that we give or pass on to you for the period required by law. Internal databases are maintained detailing services provided to clients by IFSIS. This does not constitute monitoring. Insurances are reviewed on an agreed basis, subject to the client's discretion. We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. To see our privacy policy, go to ifsinsurance.com.au or ask us for a copy. If you wish to look at your file, please ask us. We will make arrangements for you to do so.
Your Duty of Disclosure	Before you enter into, amend or renew an insurance contract with a Life Insurer, you have responsibility to disclose all known information to the Insurer. You must ensure that you answer all questions honestly, truthfully and accurately and include all information that might be relevant to the insurers decision to insure you and on what terms. You must take care not to make any misrepresentations.
If you do not tell the insurer something	If you do not tell the insurer anything you are required to, they may cancel your contract or reduce the amount they will pay you if you make a claim, or both. If your failure to tell them is fraudulent, they may refuse to pay a claim and treat the contract as if it never existed.
How will I pay for the services provided?	We will agree our remuneration basis in advance with you. For each insurance product the insurer will charge a premium that includes any relevant taxes, charges and levies. We may receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission or brokerage, which is paid to us by the insurers. However, in some cases we will charge you a fee in addition to, or of instead

	of, commission. We may charge you: • A fixed fee for service for arranging an insurance policy or a fee based upon the time we spend providing an agreed service to you • An annual management fee • A transaction fee in addition to brokerage when you enter into or renew an insurance policy. The services that such fees cover include: • Professional advice in reviewing insurance policies; • Market research on products available; • Assessing the ability of insurers to pay claims; • Sourcing alternative quotations and coverage; • Insurance portfolio co-ordination; and • Claims handling services. All fees payable for our services will be advised to you at the time of providing the service and will be shown on the invoice that we send you. We will send you a tax invoice for any policy that we arrange for you, which will show the cost of your insurance (including any fire or emergency services levy payable, state taxes, commonwealth taxes). We may also set out different payment methods available such as credit card or premium financing options. You are required to pay us within 14 days, or earlier, if we tell you that is necessary. 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 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), we will retain any fee we have charged you. We will 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. Unless we have agreed with you that we will not earn commission or brokerage we will retain the commission/brokerage 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.
How are any commissions, fees or other benefits calculated for providing the financial services?	Any commission/brokerage will be calculated based on the following formula: **X = Y% x P** In this formula: X = our commission/brokerage Y% = the percentage commission paid to us by the insurer. P = the amount you pay for any insurance policy (less any government fees or charges included in that amount). Our commission/brokerage for Retail Life insurance ranges between 0% and 37% on the base premium. Any fees that we charge you will be agreed with you in advance. We may pay commissions, fees or other benefits to third parties who refer clients to us or introduce us to insurers. Any such payments will be paid from our remuneration and not in addition to amounts payable by you. Our employees that will assist you with your insurance needs will be paid a market salary. If you are a Retail client 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.
Do you have any relationships or associations with the	IFSIS is a Steadfast Group Limited (Steadfast) Network Broker, is majority owned by Steadfast, and some principals/directors of IFSIS may hold shares in Steadfast. As a Steadfast Network

insurers who issue the insurance policies or any other material relationships?	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. 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 and is the majority shareholder of IFSIS. We will advise you at the time of providing services to you if we have any relationships or association with any product issuer that could be expected to influence us in the provision of the insurance services. You can obtain a copy of Steadfast's FSG at steadfast.com.au If we arrange premium funding for you, we may be paid a commission by the premium funder. We may also charge you a fee. In the event that we are paid commission it 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. 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. Our commission rates for premium funding are in the range of 0% to 10%.
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. If your complaint is sent via email, it will be acknowledged within 1 business day. 2. If your complaint is not satisfactorily resolved within 2 business days, please contact our Complaints Manager using the contact details noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly. Progress updates will be provided at least every 10 business days until the complaint is resolved. We will provide a written response to you within thirty (30) days from the date your complaint is received. 3. If we are 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 with 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. IFSIS is a member of the Australian Financial Complaints Authority (**AFCA**). If your complaint cannot be resolved to your satisfaction by us, 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 Website - www.afca.org.au AFCA will advise you as to whether your complaint falls within their jurisdiction.
What arrangements do you have in place to compensate clients for losses?	IFSIS 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. Our PI policy covers us for claims relating to the conduct of representatives who no longer work for us. This policy 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 IFSIS provides, please contact us. Please retain this document for your reference and any future dealings with IFSIS.