

Financial Services Guide

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

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Johansen Insurance Brokers Pty Ltd holds a current Australian Financial Services Licence No: 226601 and is responsible for the financial services that Marilyn Demay provides to you. Marilyn Demay's Authorised Representative No is 340088. Johansen Insurance Brokers Pty Ltd is also responsible for the content and distribution of this FSG. The distribution of this FSG by Marilyn Demay is authorised by Johansen Insurance Brokers 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

Further information when personal advice is given

I/We will provide you with further information whenever I/we provide you with advice, which takes into account your objectives, financial situation and needs. This information may include the advice that I/we have given you, the basis of the advice and other information on our remuneration and any relevant associations or interests. This information may be contained in a statement of advice (SOA). 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

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 policy.

From when does this FSG apply?

This FSG applies from 3 March 2020 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?

Johansen Insurance Brokers 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. Johansen Insurance Brokers Pty Ltd holds a current Australian Financial Services License no: 226601. The contact details for Johansen Insurance Brokers 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?

Marilyn Demay is authorised to provide financial product advice for general insurance products and deal in a financial product by applying for, acquiring, varying or disposing of a financial product on behalf of retail and wholesale clients under Johansen Insurance Brokers Pty Ltd's Australian Financial Service Licence. I/We will do this on behalf of your broker unless I/we tell you otherwise.

Will I receive tailored advice?

Maybe not in all cases. However, I/we may need information about your personal objectives, details of your current financial situation and any relevant information, so that I/we can arrange insurance policies for you. 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. You should read the warnings contained in any SOA, or any other warnings 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?

Johansen Insurance Brokers Pty Ltd maintains a record of your personal profile, including details of insurance policies that I/we arrange for you. Johansen Insurance Brokers Pty Ltd may also maintain records of any recommendations or advice given to you. Johansen Insurance Brokers 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. Johansen Insurance Brokers 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 Johansen Insurance Brokers Pty Ltd's privacy policy is available on request. A copy is also available on our website, www.johansen.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 Johansen Insurance Brokers Pty Ltd. For each insurance product, the insurer will charge a premium that includes any relevant taxes, charges and levies. Johansen Insurance Brokers 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 Johansen Insurance Brokers 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 Johansen Insurance Brokers 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, I/we will retain any fee we have charged you. I/We may 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 Johansen Insurance Brokers Pty Ltd's trust account. Johansen Insurance Brokers Pty Ltd will retain the commission from the premium you pay us and remit the balance to the insurer in accordance with Johansen Insurance Brokers Pty Ltd's arrangements with the insurer. Johansen Insurance Brokers Pty Ltd will earn interest on the premium while it is in their trust account or Johansen Insurance Brokers Pty Ltd may invest the premium and earn a return. Johansen Insurance Brokers Pty Ltd 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?

Johansen Insurance Brokers Pty Ltd's commission will be calculated based on the following formula:

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

In this formula:

X = Johansen Insurance Brokers Pty Ltd's commission

Y% = the percentage commission paid to Johansen Insurance Brokers Pty Ltd by the insurer. Johansen Insurance Brokers Pty Ltd's commission varies between 0 and 27%.

P = the amount you pay for any insurance policy (less any government fees or charges included in that amount).

Any fees we charge you will be based on a reasonable fee for service.

I/We will receive 65% of Johansen Insurance Brokers Pty Ltd's commission

I/We will receive 65% of any fees that Johansen Insurance Brokers Pty Ltd's or I/we charge you.

Johansen Insurance Brokers 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 Johansen Insurance Brokers Pty Ltd does, Johansen Insurance Brokers 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 80% of its commission or fees.

If I/we give you personal advice, I/we will inform you of any fees, commission or other payments I/we, my/our associates or anyone referring you to me/us (or me/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 insurers who issue the insurance policies or any other material relationships?

Johansen Insurance Brokers 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 Johansen Insurance Brokers Pty Ltd with those insurers.

As a Steadfast Network Broker, Johansen Insurance Brokers Pty Ltd has 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

If I/we arrange premium funding for you Johansen Insurance Brokers Pty Ltd may be paid a commission by the premium funder. I/We may also charge you a fee (or both). The commission that Johansen Insurance Brokers Pty Ltd are 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 Johansen Insurance Brokers Pty Ltd become entitled to the commission. Johansen Insurance Brokers Pty Ltd's commission rates for premium funding are in the range of 0 to 4% of funded premium. When I/we arrange premium funding for you, you can ask us what commission rates

Johansen Insurance Brokers Pty Ltd is paid for that funding arrangement compared to the other arrangements that were available to you. The amount of our commission and any fee that we charge will be set out in the premium funding contract.

We may refer you to Steadfast Life and/or Steadfast Life Express (Steadfast Life is 50% owned by Steadfast Group Limited) for life insurance related products. We have a referral agreement in place between us and Steadfast Life. We may receive commission on a referral to Steadfast Life and/or Steadfast Life Express in the range of 1-33% of the revenue generated by the policy.

We may participate in competitions conducted by underwriters, where there is a reward for meeting certain volume goals for business placed. Any participation in competitions will fall within the guidelines as set out in Johansen Insurance Brokers Pty Ltd Code of Conduct.

What should I do if I have a complaint?

1. Contact Johansen Insurance Brokers Pty Ltd and tell Johansen Insurance Brokers Pty Ltd about your complaint. Johansen Insurance Brokers Pty Ltd will do its best to resolve it quickly.
2. If your complaint is not satisfactorily resolved within 20 days, please contact our Compliance Manager on 03 5721 7655 or put your complaint in writing and send it to the address noted at the beginning of this FSG. Johansen Insurance Brokers Pty Ltd will try to resolve your complaint quickly and fairly.
3. Johansen Insurance Brokers Pty Ltd 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, GPO Box 3, Melbourne, VIC 3001

Ph: 1800 931 678

Email: info@afca.org.au Website: www.afca.org.au

What arrangements are in place to compensate clients for losses?

Johansen Insurance Brokers Pty Ltd has a professional indemnity insurance policy (PI policy) in place. The PI policy covers Johansen Insurance Brokers Pty Ltd and its representatives (including authorised representatives) for claims made against them by clients as a result of their conduct in the provision of financial services.

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 Marilyn Demay or Johansen Insurance Brokers Pty Ltd provides, please contact us.

Please retain this document for your reference and any future dealings with Marilyn Demay or Johansen Insurance Brokers Pty Ltd.