

FINANCIAL SERVICES GUIDE

Purpose of this FSG

The financial services set out in this Financial Services Guide ('**FSG**') are provided by Strata Insurance Services Pty Ltd (ABN 14 167 214 182 AFSL 457333) ('**we**', '**us**' or '**our**'). This FSG is an important document that sets out:

- The services we offer you;
- How we and others are paid;
- How we manage conflicts of interest;
- Our professional indemnity insurance; and
- How you can make a complaint.

Please read the FSG carefully, it is designed to assist you in deciding whether to use any of the financial services offered by us.

If we offer to arrange the issue of an insurance policy to you, we will also provide you with a Product Disclosure Statement ('**PDS**'), unless you already have an up to date PDS. The PDS is issued by the insurer and will contain information about the particular policy which will enable you to make an informed decision about purchasing that policy. You should review the PDS before purchasing the policy.

About us

We are a wholly owned subsidiary of Network Strata Services Pty Ltd (**Netstrata**). Netstrata is a registered strata managing agent (license no. 933785) under the *Property and Stock Agents Act 2002* (NSW).

We are an insurance broker specialising in insurance for residential and commercial strata schemes and community associations.

Insurance Brokers Code of Practice

We support the Insurance Brokers Code of Practice ('**the Code**'). The Code sets out standards of conduct for all Members of the National Insurance Brokers Association (**NIBA**) and non-members who have subscribed to the Code.

For further information about the Code, please refer to the link below or contact us:

<https://www.niba.com.au/insurance-brokers-code-of-practice>

Our services

We hold an Australian financial services licence ("**AFSL**") which allows us to provide financial product advice on, and deal in, general insurance products for both retail and wholesale clients.

We advise on and can arrange the following insurance policies:

- Residential Strata Building Insurance
- Commercial Strata Building Insurance
- Community and Neighbourhood Association Insurance
- Public Liability Insurance
- Equipment Breakdown Insurance.

We have arrangements with a limited number of strata specialist insurers and underwriters. When providing you with our recommendation we will usually only recommend policies from these insurers and will not seek quotes from the broader general insurance market.

In giving you advice about the costs and terms of recommended policies we do not compare those policies to every other policy available, other than from those insurers we deal with regularly.



Who do we act for?

We act for you as your insurance broker unless we advise you otherwise.

If we advise you that we are not acting for you, we will be representing the insurer, and not you. We will then tell you at the time when we are acting for the insurer and not for you.

How can you instruct us?

You can contact us by:

Email at info@stratais.com.au

Visting our webpage at www.stratais.com.au

Calling us on (02) 8566 8100

Writing to us at:

Strata Insurance Services

Shop 1/598-602 Forest Road

Penshurst NSW 2222

How are we paid?

We charge you a broker service fee for arranging the insurance. The amount of the fee varies according to the level of services rendered. We will disclose these fees to you no later than when we advise you on your insurance needs. These fees will always appear on your invoice and are payable in addition to the insurance premium.

Our employees, that will assist you with your insurance needs, will be paid a market salary, which may include bonuses based on performance.

We may also receive non-monetary benefits such as sponsorships of conferences and functions, and meals and entertainment. We closely monitor these activities to ensure they do not create a conflict with your interests.

Paying our invoices

You can choose to pay for our services 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.

When you pay us your premium it will be banked into our trust account. We will remit the premium 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.

Who do we pay?

If one of our distributors has assisted you to arrange insurance, the distributor is our representative and acts on your behalf when providing this service. We may pay them up to 60% of the broker service fees we charge for the services they provide to you.

We do not pay Netstrata a percentage of the broker service fees we charge for the services they provide to you as a distributor. Netstrata only expects to receive the consolidated profit portion, if any, from our overall operations. Netstrata cannot determine how much of the consolidated profit portion is attributable to the fees you pay us.

Cancellations or refunds

If your policy is cancelled, or altered, and there is a refund of premium due from the insurer, we will refund to you the return premium received from the insurer.

We will not charge any fee or penalty relating to cancellation unless we have agreed with you in writing to do so.

We have the discretion to retain all or part of any broker service fee in the event of any cancellation or alteration of your policy.

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

If we received a commission it will be calculated based on the following formula:

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

In this formula:

X = our commission

Y% = the percentage commission paid to us by the insurer. Our commission varies between 0% and 20%

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

Any broker fees that we charge you will be itemised on our client quotation and tax invoice, but only when commissions are not payable or where the premium has been quoted as net and therefore a Broker Fee has been added.

Premium funding

If we arrange premium funding for you, we may be paid a commission by the premium funder. We may also charge you a fee (or both).

The commission that we are paid by the premium funder 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. You may of course arrange premium funding on your own behalf.

Our commission rates for premium funding are in the range of 0% and 2% of the funded premium. 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 may be available to you. The amount of our commission and any fee that we charge will be set out in the premium funding contract.

Conflicts of interest

We are a wholly owned subsidiary of Netstrata. Actual, potential, or perceived conflicts of interest may arise in the provision of services to you. We take any conflicts of interest seriously and have a Conflicts of Interest policy in place which governs how we manage conflicts of interest.

We manage conflicts of interest through processes designed to control, disclosure and/or avoid the conflict, including information barriers between us and Netstrata. We provide training to our employees to identify conflicts of interest and encourage the early reporting of potential conflicts of interest.

Arrangements to compensate clients for losses

We hold professional indemnity insurance which covers us for any errors or mistakes relating to our professional broking services. This insurance complies with the requirements of the *Corporations Act 2001* and covers the services provided by our employees and distributors after they cease working with us, provided we notify the insurer of the claim when it arises and this is done within the relevant policy period.

What to do if you have a complaint

If you have a complaint about our services, you can follow our complaints process below:

1. Contact us and tell us about your complaint. We will advise you of how we propose to resolve your complaint within 30 business days unless further information, assessment or investigation is required or unless you agree to an alternative timeframe and will always keep you regularly informed of the progress.
2. If your complaint is not satisfactorily resolved within 30 business days, please contact our Complaints Manager, **Danielle Dickson on (02) 8566 8100** or put your complaint in writing and send it to the address contained in the 'How can you instruct us' section of this FSG. The Complaints Manager will attempt to resolve the matter satisfactorily within 30 business days. We will always try and resolve your complaint quickly and fairly and will keep you regularly informed on the progress.
3. We are 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 AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers. You can contact AFCA through any of the contact details listed below.

AFCA Contact details

Telephone: 1800 931 678 (free call)

Email: info@afca.org.au

Website: www.afca.org.au

Post: GPO Box 3, Melbourne VIC 3001

Any questions?

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 11 November 2025 and issued on 14 November 2025.