Financial Services Guide

Ironside Insurance Services Pty Ltd

1. ABOUT THIS FINANCIAL SERVICES GUIDE

This Financial Services Guide ("**FSG**") is dated 26 August 2026 and has been prepared by Business Insurance Group Australia Pty Ltd (ABN: 42 694 531 247) ("**Licensee**") to be issued by Ironside Insurance Services Pty Ltd t/a Business Insurance Group ("**BIG, we, us** or **our**"). The Licensee is the holder of an Australian Financial Services Licence (Number: 700303) ("**AFSL**") issued by the Australian Securities and Investments Commission ("**ASIC**"). We are a Corporate Authorised Representative (Number: 1309104) of the Licensee.

The purpose of this FSG is to inform you about the financial services provided by us and is a regulatory requirement under the *Corporations Act 2001* (Cth) ("**Corporations Act**"). It is designed to ensure you are given sufficient information to decide whether to obtain financial services from us.

This FSG contains general information only about the services we offer and does not provide any general or personal advice. If you have further questions regarding this FSG please contact us (refer to section 3 below).

Important general information contained within this FSG includes:

- Who we are and how you can contact us;
- The services we are authorised to provide to you;
- How we are remunerated for these services and the cost to you;
- Who we act for and any potential conflicts of interest we may have;
- Our internal and external dispute resolution processes; and
- Arrangements we have in place to compensate clients for losses.

This FSG was prepared and applies from 26 August 2026, and remains valid unless we issue an updated FSG to replace it. We may give you a supplementary FSG that will not replace this FSG but may detail services not covered by this FSG.

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. The Licensee and BIG are not independent, impartial, or unbiased pursuant to section

923A of the Corporations Act because:

- the Licensee and/or BIG may receive commissions, gifts or other benefits when we provide personal advice to you in relation to insurance products; and/or
- the Licensee and/or BIG may have associations or relationships with issuers of insurance 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.

2. WHO WE ARE AND THE SERVICES WE OFFER

BIG is authorised under the Licensee's AFSL, to provide advisory and dealing services to retail and wholesale clients in relation to general insurance products. BIG operates an insurance broking business specialising in providing comprehensive insurance solutions. BIG can provide insurance solutions involving general insurance products, including (but not limited to):

- Business Packages;
- Business Interruption;
- Commercial Motor and Fleet;
- Construction;
- Corporate Travel;
- Cyber Insurance;
- Directors and Officers;
- Farm or Rural;
- Fire and Perils;
- Home Building;
- Home and Contents;
- Landlord;
- Management Liability;
- Marine and Associated Products;
- Medial Indemnity;
- Personal and Domestic Property;
- Personal Sickness and Accident;
- Plan and Equipment;
- Private Motor Vehicle;
- Professional Indemnity;
- Public and Product Liability;
- Residential and Commercial Strata;
- Trade Credit; and
- Travel. *

The above list is not intended to be exhaustive.

3. CONTACT DETAILS | HOW TO INSTRUCT US

Licensee: Business Insurance Group Australia Pty Ltd

Office Address:	Unit 5, 3986-3988 Pacific Highway, Loganholme QLD 4129
Phone:	(07) 3380 7901
Email:	info@biggroup.com.au

Corporate Authorised Representative: Ironside Insurance Services Pty Ltd

Office Address:	Unit 5, 3986-3988 Pacific Highway, Loganholme QLD 4129
Phone:	(07) 3380 7901
Email:	info@biggroup.com.au

You may give us instructions in relation to your claim via phone or email at the details above, or at any face-to-face meetings we hold with you.

4. WHO WE ACT FOR

We usually act on your behalf (insured party) and in your interests when providing our insurance broking services.

5. WHAT IS A RETAIL CLIENT?

Under the Corporations Act, retail clients are provided with additional protections. A retail client is:

- either:
  - an individual; or
  - a manufacturing business employing less than one hundred (100) people or any other business employing less than twenty (20) people; and
- that is purchasing any of the following types of general insurance products:
  - motor vehicle;
  - home building;
  - home contents;
  - sickness and accident;

- consumer credit;
- travel;
- personal and domestic property;
- medical indemnity policy; or
- any other kind of insurance prescribed in the *Corporations Regulations 2001* (Cth).

The information in this FSG only applies to retail clients and it is important that you understand if you are covered by the additional protection provided.

6. WILL I RECEIVE PERSONAL ADVICE?

In most circumstances, BIG will provide you with general advice only. General advice does not take into account your personal needs, objectives or financial situation and you should consider the appropriateness of this advice prior to acquiring any financial product. However, we may 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 about your insurance needs. We will ask you for the details that we need to know.

Where BIG provides you with personal advice that takes into consideration your personal needs, objectives or financial situation, we will also give you a Statement of Advice ("**SOA**"). You should carefully read the warnings contained in the SOA, or any other warnings that we give you, before making any decision about an insurance policy. We will usually only consider and recommend the policies offered by insurance providers that we deal with regularly. In giving you advice about the costs and terms of recommended polices, we have not compared those policies to other policies available, other than from insurance providers we deal with regularly.

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 to your circumstances;
- at the time of any scheduled status review; or
- upon renewal of your insurance(s).

7. OTHER DOCUMENTATION I MAY RECEIVE

This FSG will be the key document which assists you in making an informed decision about whether to utilise our financial services. We recommend that you read and understand the contents of this document fully. You are able to access this FSG via our website here.

Terms of Engagement

This document provides information about the terms and conditions of our appointment as your general insurance broker.

Risk Analysis

This is a questionnaire that enables us to assess and understand your needs and objectives in seeking to obtain insurance to protect your assets.

Confirmation Notices

These confirm details of transactions we have arranged on your behalf.

Product Disclosure Statement

When we recommend or arrange for you to acquire an insurance policy, you will be provided with the Product Disclosure Statement (**"PDS"**) prepared by the insurer. The PDS contains information to help you understand the key features, benefits and risks of the insurance policy being recommended and details of other fees and charges that may apply. It assists you in making an informed decision about that product.

8. FEES, COSTS, COMMISSION AND OTHER BENEFITS

(a) How do I pay for the services provided?

Payment for the services we provide are payable directly to the Licensee.

For each insurance product, the insurer will charge you a premium that includes any relevant taxes, charges, and levies. The Licensee often receives a payment based on a percentage of this premium (excluding relevant taxes, charges, and levies) called "**commission**", which is paid to the Licensee by the insurer.

However, in some cases you will also be charged a fee depending on your requirements and the service BIG will provide. Where a fee is charged, BIG will provide you with an estimate of fees prior to providing you with our services. These fees, together with the premium, will all be shown on the invoice that BIG sends you. You can choose to pay by any of the payment methods set out in the invoice. You are required to pay 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), the Licensee will retain any fee we have charged you. The Licensee will also retain the commission depending on its arrangements with the insurer, or charge you a cancellation fee equal to the reduction in its commission.

When you pay the Licensee your premium it will be banked into the Licensee's trust account. The Licensee retains the commission from the premium you pay and remits the balance to the insurer in accordance with its arrangements with the insurer. The Licensee will earn interest on the premium while it is in its trust account and will retain any interest earned on the premium.

(b) Commissions and other benefits

Commissions are calculated based on the following formula:

X = P x Y%

In this formula:

X = the amount of commission paid to the Licensee by the insurer.

Y% = the percentage commission that is to be paid to the Licensee by the insurer. The commission varies between 0% and 30%.

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

BIG and the Licensee may receive non-monetary benefits from insurers, underwriting agencies and third parties, such as training and education, software and IT support. We maintain a register detailing any benefit we receive which is valued between $100 and $300 and other benefits that relate to information technology software or support provided by a product issuer or that relate to education and training purposes. We do not accept any benefit valued over $300.

(c) Does BIG pay commissions?

We do not often pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer. If we do, we will pay commissions to those people out of our commission or fees (not in addition to those amounts), in the range of 0% to 25% of our commission or fees.

If we give you personal advice, 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. This information, including details of any relationships that may impact the advice provided to you, can be found in the SOA (for retail clients) we send you.

(d) Employee Remuneration

BIG's employees are paid a salary by us and may receive a bonus based on the overall performance of the business and achievement of company goals.

No commission is paid from us to our employees.

9. RELATIONSHIPS, ASSOCIATIONS AND CONFLICTS OF INTEREST

Conflicts of interest are circumstances where some or all of your interests are inconsistent or diverge from some or all of our interests. We maintain relationships with and receive income from insurers and premium funders as detailed in this FSG which may give rise to potential conflicts of interests.

In situations where conflicting interests arise, we have an internal procedure which helps to manage, mitigate or resolve the conflict. In this FSG and at other times, we will clearly inform you about conflicts of interest, including the influence on our services, allowing you to make an informed decision.

The Licensee is a member of certain groups and associations for insurance purchasing power, administrative ease and/or professional standing. The Licensee is a Steadfast Group Limited ("**Steadfast**") Network Broker. Steadfast has exclusive 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. As a Steadfast Network Broker, the Licensee 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 Network Brokers for a fee. You can obtain a copy of the Steadfast FSG at www.steadfast.com.au.

10. PREMIUM FUNDING

If you instruct us to, and we do arrange premium funding to spread payments over a number of months for you, we will outsource this service to a premium funding company of your choice. To help you select a provider, we will provide you with information about a range of premium funding companies and suggest a suitable provider based on a range of factors, including the premium funder that offers the lowest interest rate.

The premium funding companies earn interest on the premium funding contracts. BIG receives commission from external premium funding companies. The commission rates are in the range of 0 to 3% of the funded premium. When we arrange premium funding for you, you can ask us what the commission rates are for that funding arrangement compared to the other arrangements that may be available to you. Please contact us if you would like more information.

We generally outsource this function to Premium Fund Pty Ltd. If you select Premium Fund Pty Ltd (ACN 690 296 229), a company owned by the Gallos Family Trust and a related body corporate of the Licensee and BIG with a common director, to be the premium funder, all interest earned on the premium funding contracts will be paid and retained by Premium Fund Pty Ltd. BIG and its employees do not receive any commissions from Premium Fund Pty Ltd.

Should BIG elect to outsource the funding to an alternative premium funding company, BIG will receive commission from the alternative premium funding company. Where this occurs, BIG may be paid a commission by the outsourced premium funder. The commission that BIG is paid by the outsourced premium funder is usually calculated as a percentage of your insurance premium (including government fees or charges).

11. COMPENSATION ARRANGEMENTS

The Licensee has professional indemnity insurance in place, which includes coverage for BIG and its employes and which satisfies the requirements for compensation arrangements pursuant to section 912B of the Corporations Act. The Licensee's policy covers claims made against it in relation to professional services provided by its employees and Authorised Representatives.

12. PRIVACY POLICY

In order to provide our services to you, we require you to provide us with personal information. The *Privacy Act 1988* (Cth) sets out standards for the collection and management of personal information. BIG collects, maintains, uses and discloses personal information in the manner described in our Privacy Policy. This is primarily for processing your application and complying with certain legal obligations. Our Privacy Policy is available on our website.

13. CONCERNS, COMPLAINTS AND DISPUTE RESOLUTION

We have an internal dispute resolution process in place to resolve any concerns or complaints you may have quickly and fairly. Where appropriate, we also make the process accessible for clients with disabilities or language difficulties.

If you are not satisfied with our services, or you have any concerns or complaints, please contact us at the details in section 3 of this FSG to provide us with further information. We will acknowledge your complaint within one (1) business day and will do our best to resolve it within five (5) working days.

If your complaint cannot be resolved within five (5) working days, it will be considered and investigated by the Licensee, which may also involve communicating directly with you. We endeavour to resolve all complaints quickly and fairly and will provide a full written response within thirty (30) days of receipt of your complaint, unless the matter is complex or circumstances beyond our control delay the management of your complaint. If this occurs, we will notify you of the reason for the delay and provide you with details of your right to escalate the matter to the Australia Financial Complaints Authority ("**AFCA**").

If the complaint is not resolved to your satisfaction through our internal dispute resolution process, you have the right to refer your complaint to AFCA. AFCA is an independent and external disputes resolution scheme, of which the Licensee is a member.

You may lodge your complaint with AFCA by sending the relevant information and documents to:

Australian Financial Complaints Authority ("AFCA")

Post: The Manager
Australian Financial Complaints Authority Limited
GPO Box 3
Melbourne VIC 3001

Phone: 1800 931 678

Email: info@afca.org.au

Website: www.afca.org.au

14. ANY QUESTIONS?

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