

FINANCIAL SERVICES GUIDE.

LOT OWNERS.



Resolute Property Protect Pty Ltd (Resolute) holds a current Australian Financial Services Licence No: 425966.

The financial services referred to in this Financial Services Guide (FSG) are offered by:

Resolute Property Protect Pty Ltd

ABN 53 157 850 827,

AFS Licence No 425966

trading as Resolute Property Protect (Resolute)

Phone: 1300 668 033

Resolute is a member of and subscribes to the Insurance Brokers Code of Practice.

Please visit its website to view a copy.

Resolute.

PROPERTY PROTECT

1300 668 033

WWW.RESOLUTEPROPERTYPROTECT.COM.AU

FINANCIAL SERVICES GUIDE

This FSG sets out the services that Resolute 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 Resolute offer you.**
- > **how Resolute and others are paid.**
- > **any potential conflict of interest Resolute may have.**
- > **Resolute internal and external dispute resolution procedures and how you can access them.**
- > **arrangements that are in place to compensate clients for losses.**

LACK OF INDEPENDENCE

Resolute is not independent, impartial, or unbiased pursuant to section 923A of the Corporations Act because:

We may receive remuneration, commission, or other benefits when we provide personal advice to you in relation to insurance products and other financial products; 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.

FURTHER INFORMATION WHEN PERSONAL ADVICE IS GIVEN

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

When you ask us to recommend an insurance policy for you, Resolute will usually only consider the policies offered by the insurers or insurance providers that Resolute deal with regularly. In giving you advice about the costs and terms of recommended policies Resolute has not compared those policies to other policies available, other than from those insurers Resolute deals with regularly.

PRODUCT DISCLOSURE STATEMENT

If Resolute offer to arrange the issue of an insurance policy to you, Resolute 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 product.

FROM WHEN DOES THIS FSG APPLY?

This FSG applies from 01 July 2021 and remains valid unless a further FSG is issued to replace it. Resolute 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 mentioned in this FSG.

COOLING OFF PERIOD

A cooling off period may apply to an insurance policy issued to you as a retail client. During the period you may return the policy. Details of your cooling off rights will be included in the relevant PDS.

WHO IS RESPONSIBLE FOR THE FINANCIAL SERVICES PROVIDED?

Resolute 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. Resolute hold a current Australian Financial Services Licence, Number 425966. The contact details for Resolute are in this FSG.

WHAT KIND OF FINANCIAL SERVICES ARE YOU AUTHORISED TO PROVIDE TO ME AND WHAT KIND OF FINANCIAL PRODUCT/S DO THOSE SERVICES RELATE TO?

Resolute is authorised to provide general advice and factual information in relation to residential strata and commercial strata insurance under Resolute's Australian Financial Service Licence. Resolute will do this on your behalf as your broker unless Resolute tells you otherwise.

Sometimes Resolute will act under a binder or agency Resolute has from an insurer. When Resolute acts under a binder or agency, Resolute will be acting as the agent of the insurer. This means that Resolute represent and act for the insurer, not for you. Resolute will tell you when Resolute act under a binder or agency to arrange your insurance or advise you about your insurance needs.

WILL I RECEIVE TAILORED ADVICE?

Maybe not in all cases. However, Resolute may need information about your personal objectives, details of your current financial situation and any relevant information, so that Resolute can arrange insurance policies for you, issue insurance policies to you or to give you advice about your insurance needs. Resolute will ask you for the details that Resolute need to know.

In some cases, Resolute will not ask for any of this information. If Resolute do not ask, or if you do not give all of the information Resolute 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 Resolute give you, carefully before making any decision about an insurance policy.

Where Resolute provide you with advice about your insurance arrangements, that advice is current at the time that Resolute give it. Resolute 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. At times, it may be appropriate for us to automatically renew your insurance policy(ies). If you wish to be contacted prior to the renewal of each and every policy, please advise Resolute in writing.

STRATA INSURANCE:

Resolute acts on your behalf when it obtains strata insurance for you. This means that Resolute obtains quotes from insurers for you, and acts on your behalf when it arranges or renews your strata insurance, or when it provides advice about your strata insurance.

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 Resolute of any clauses of this nature before you enter into them.

WHAT INFORMATION DOES RESOLUTE MAINTAIN IN MY FILE AND CAN I EXAMINE MY FILE?

Resolute maintains a record of your personal profile, including details of insurance policies that Resolute arrange or issue for you. Resolute may also maintain records of any recommendations or advice given to you. Resolute will retain this FSG and any other FSG given to you as well as any SOA or PDS that Resolute give or pass on to you for the period required by law.

Resolute is committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of Resolute's privacy policy is available on request. A copy is also available on Resolute's website, www.resolutepropertyprotect.com.au.

If you wish to look at your file please ask us. Resolute will arrange for you to do so.

HOW WILL I PAY FOR THE SERVICES PROVIDED?

Payment for the services Resolute provide you are payable directly to Resolute. For each insurance product, the insurer will charge a premium that includes any relevant taxes, charges and levies. Resolute often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to Resolute 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 by any of the payment methods set out in the invoice. You are required to pay Resolute 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), Resolute will retain any fee Resolute has charged you. Resolute will also retain commission depending on the 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 Resolute's trust account. Resolute will retain the commission from the premium you

pay us and remit the balance to the insurer in accordance with Resolute's arrangements with the insurer. Resolute will earn interest on the premium while it is in their trust account or Resolute may invest the premium and earn a return. Resolute 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?

Resolute's commission will be calculated based on the following formula:

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

In this formula:

X = Resolute's commission

Y% = the percentage commission paid 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).

Resolute may also charge you a broker fee. This fee will always be disclosed on the invoice.

Some strata managers may have a minority shareholding in Resolute and receive dividends at the discretion of the board of Resolute, the amount of which is determined in accordance with profit from insurance commission revenue attributable to the strata manager's referrals and introductions allowing for expenses in generating that revenue.

Resolute may pay commissions, fees or benefits to others who refer you to us or refer us to an insurer. If Resolute does, it will pay commissions to those people out of its commission or fees (not in addition to those amounts).

The employees of Resolute that will assist you with your insurance needs will be paid a market salary.

See below for information on the Steadfast association and commission.

DOES RESOLUTE HAVE ANY RELATIONSHIPS OR ASSOCIATIONS WITH THE INSURERS WHO ISSUE THE INSURANCE POLICIES OR ANY OTHER MATERIAL RELATIONSHIPS?

Resolute is a subsidiary of Steadfast Group Limited, ABN 98 073 659 677 (SGL). Some of the insurance intermediaries Resolute deal with may also be Steadfast related entities. Resolute has access to shared services from SGL. These include (but are not exclusive to): model operating procedures, manuals, legal, technical, HR, compliance, IT, sum insured and product comparison tools; specialist insurance cover placement and claims support; group insurance arrangements; and group purchasing arrangements. These services are funded by SGL, subsidised by SGL or SGL receives a fee for them.

Resolute is also 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 Resolute with those Partners. Steadfast is also a shareholder of some Partners.

You can obtain a copy of Steadfast's FSG at www.steadfast.com.au.

If Resolute arranges premium funding for you it may be paid a commission by the premium funder. Resolute may also charge you a fee (or both). The commission that Resolute is paid by the premium funder is usually calculated as a percentage of your insurance premium (including government fees or charges). If you instruct Resolute to arrange or issue a product, this is when Resolute become entitled to the commission.

The commission rates for premium funding are in the range of 0 to 3% of funded premium. When Resolute arranges premium funding for you, you can ask what commission rates are paid for that funding arrangement compared to the other arrangements that were available to you. The amount of the Resolute commission and any fee that is charged will be set out in the premium funding contract.

WHAT SHOULD I DO IF I HAVE A COMPLAINT?

1. Contact Resolute and tell it about your complaint. Resolute will do its best to resolve it quickly.
2. If your complaint is not satisfactorily resolved within 10 working days, please contact the Complaints Officer at the Resolute Head Office address noted in this FSG. The Complaints Officer will seek to resolve the complaint quickly and fairly.
3. Resolute is a member of the Australian Financial Complaints Authority (AFCA). If your complaint cannot be resolved to your satisfaction by Resolute, 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:

Australian Financial Complaints Authority Limited

GPO Box 3, Melbourne 3001

Phone: 1800 931 678

Fax: (03) 9613 6399

Email: info@afca.org.au

WHAT ARRANGEMENTS DOES RESOLUTE HAVE IN PLACE TO COMPENSATE CLIENTS FOR LOSSES?

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

The PI policy covers Resolute and our representatives for claims made against us by clients as a result of the conduct of us, our employees or other representatives in the provision of financial services. The PI policy (subject to its terms and conditions) covers 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 2001.

ANY QUESTIONS?

If you have any further questions about the financial services offered, please contact Resolute. Please retain this document for your reference and any future dealings with Resolute.

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