



Financial Services Guide

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

Silverback Insurance Pty Ltd
Corporate Authorised Representative No: 1283436
ABN: 74 643 561 746
P: Suite 3.2 The Well, 58 Highland Way, Upper Coomera, Gold Coast, 4209
T: 0410 152 835 | E: petara@silverbackinsurance.com.au

Silverback Insurance Pty Ltd is a Corporate Authorised Representative of:

Australian Broker Network Pty Ltd (the Licensee)
AFSL: 253131 | ABN: 89 062 882 080
P: Level 1, 479 Argyle Street, Moss Vale, NSW, 2577
T: 1300 239 234 | E: enquiries@australianbrokernetwork.com.au
Australian Broker Network Pty Ltd holds a current Australian Financial Services Licence No: 253131 and is responsible for the financial services that Silverback Insurance Pty Ltd provides to you.

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

We, Australian Broker Network Pty Ltd are not independent, impartial, or unbiased pursuant to section 923A of the *Corporations Act* because:

- We or Australian Broker Network Pty Ltd may receive remuneration, commission, [gifts or other benefits when we provide personal advice to you in relation to insurance products and other financial products;
- We or Australian Broker Network Pty Ltd may be subject to direct or indirect restrictions relating to the financial products in respect of which personal advice is provided; and/or
- We or Australian Broker Network Pty Ltd 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.

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 that are in place to compensate clients for losses.

Further information when personal advice is given

We will provide you with further information whenever we provide you with advice, which takes into account your objectives, financial situation and needs. This information may include the advice that 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 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.

Product Disclosure Statement (PDS)

If 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 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 20.1.2026 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?

Australian Broker Network 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. Australian Broker Network Pty Ltd holds a current Australian Financial Services Licensee no:253131. The contact details for Australian Broker Network 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?

Silverback Insurance Pty Ltd is authorised to 'Advise and deal in general insurance products to wholesale and/or retail clients.' under Australian Broker Network 's Australian Financial Service Licence. We will do this on your behalf as your broker unless we tell you otherwise.

Sometimes we will act under a binder or agency Australian Broker Network has from an insurer. When we act under a binder or agency, 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. 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, issue insurance policies to you] or to give you advice about your insurance needs. 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 contained in any SOA, or any other warnings that 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, 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?

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

Australian Broker Network is and we are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of Australian Broker Network 's privacy policy is available on request.

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

How will I pay for the services provided?

Payment for the services we provide you are payable directly to Australian Broker Network. For each insurance product, the insurer will charge a premium that includes any relevant taxes, charges and levies. Australian Broker Network often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to Australian Broker Network 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 Australian Broker Network 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 commission.

When you pay us your premium it will be banked into Australian Broker Network's trust account. Australian Broker Network will retain the commission from the premium you pay us and remit the balance to the insurer in accordance with Australian Broker Network's arrangements with the insurer. Australian Broker Network will earn interest on the premium while it is in their trust account or Australian Broker Network may invest the premium and earn a return. Australian Broker Network will retain any interest or return on investment earned on the premium.

If we provide you with claims handling and settling services, we will inform you of any fees, commission or other payments that we, Australian Broker Network or our associates will receive in relation to the claims handling and settling services that are provided.

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

Australian Broker Network's commission will be calculated based on the following formula:

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

In this formula:

X = Australian Broker Network's commission

Y% = the percentage commission paid to Australian Broker Network by the insurer. Australian Broker Network's 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).

We receive 87.5% from Australian Broker Network for each policy We arrange for you.

Australian Broker Network does not and we do not often pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer. If Australian Broker Network does, Australian Broker Network will pay commissions to those people out of its commission or fees (not in addition to those amounts), in the range of 0% to 87.5% of its commission or fees.

Our employees that will assist you with your insurance needs will be paid a market salary.

If we give you personal advice, we will inform you of any fees, commission or other payments 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?

Australian Broker Network is a Steadfast Group Limited (**Steadfast**) Network Broker. As a Steadfast Network Broker, Australian Broker Network has access to member 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.

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

If we arrange premium funding for you Australian Broker Network may be paid a commission by the premium funder. We may also charge you a fee (or both). The commission that Australian Broker Network is 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 Australian Broker Network become entitled to the commission.

Australian Broker Network 's commission rates for premium funding are in the range of 0% to 5% of funded premium. When we arrange premium funding for you, you can ask us what commission rates Australian Broker Network are paid for that funding arrangement compared to the other arrangements that were available to you.

What should I do if I have a complaint?

1. Contact Australian Broker Network and tell Australian Broker Network about your complaint. Australian Broker Network will do its best to resolve it quickly.
2. If your complaint is not satisfactorily resolved within 30 days, please contact Australian Broker Network on 1300 239 234 or put your complaint in writing and send it to complaints@australianbrokernetwork.com.au at the address noted at the beginning of this FSG. Australian Broker Network will try to resolve your complaint quickly and fairly.
3. If our brokerage is 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 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. Australian Broker Network is a member of the Australian Financial Complaints Authority (AFCA). If your complaint cannot be resolved to your satisfaction by our brokerage, 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

5. If you have a complaint about a policy that we arranged under a binder that cannot be resolved to your satisfaction by our brokerage, or by the Steadfast Customer Advocacy service or Australian Broker Network you have the right to refer the matter to Australian Broker Network at no cost to you

What arrangements are in place to compensate clients for losses?

Australian Broker Network has a professional indemnity insurance policy (**PI policy**) in place. The PI policy covers Australian Broker Network 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.

The PI policy covers me/us for claims relating to the conduct of former representatives who no longer work for Australian Broker Network.

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 Silverback Insurance Pty Ltd or Australian Broker Network provides, please contact us.

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