Effective Date: July 16, 2026

Financial Services Guide (FSG)

About this FSG

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use the financial services we provide and contains important information about:

- Who we are and how to contact us.
- The financial services we are authorised to provide.
- Our approach to managing conflicts of interest.
- How we are remunerated for these services.
- The process for resolving any complaints you may have.
- How we handle your privacy

We may also provide you with a Product Disclosure Statement (PDS) which is a document prepared by the issuer and is designed to provide you important information about the features, benefits and risks of the products we may arrange for you and in helping you to make an informed decision about whether to buy the product or not.

Who We Are and Contact Details

We are Protect Underwriting Pty Ltd, ABN 21 095 612 276, holding a current Australian Financial Services Licence (AFSL) Number 241055 (Protect Underwriting). In this FSG, references to “we”, “us” or “our” means Protect Underwriting.

We are responsible for the financial services provided by us and our authorised representatives. Protect Underwriting has authorised the content and distribution of this FSG.

You can contact Protect Underwriting by:

Email: hello@protectunderwriting.com.au

Disclosure of Lack of Independence

We are not independent, impartial, or unbiased because we and our representatives may receive remuneration, gifts, or other benefits from product issuers or other third parties. Such remuneration or benefits may reasonably be expected to influence the advice provided to you. We manage conflicts of interest through established policies and procedures, ensuring we act in your best interest. Further details on these arrangements are provided below.

The Services We Offer

We are authorised to provide you with general or personal advice and to deal in general insurance products. Our services include:

Advice

General advice is a general recommendation or opinion on a general insurance policy that does not consider your personal circumstances. When general advice is provided, you will receive a General Advice Warning, and you must consider if the advice and any relevant product are suitable for your circumstances.

Personal Advice involves providing advice on the suitability of general insurance policies to meet your specific needs, objectives, and financial situation. Before providing personal advice, we will assess your individual circumstances to ensure the advice is appropriate. A Statement of Advice (SOA) or Personal Advice Statement will be issued outlining our recommendations and their basis.

We will always inform you whether we are providing general or personal advice to you.

Acting on your behalf or on behalf of an insurer

We may act on your behalf in our role as an insurance broker or we may act on behalf of an insurer or their representative, or on our own behalf (e.g., as a referrer to another service provider). We will clearly advise you whenever we act for an insurer and not on your behalf. This is when we act under binding authorities as an agent of certain underwriters at Lloyd’s and other insurers, enabling us to arrange and issue insurance contracts on the insurer's behalf.

Premium funding

We may refer you to premium funders, allowing you to pay your premium via instalments. Please note that interest will be payable on the funded amount. When arranging premium funding, we do not provide personal advice regarding the suitability of funder products; you must make your own decision.

Instructing us

You can give us instructions in relation to the services we provide you by emailing us, calling us or on our website.

Conflicts of Interest

Conflicts of interest may arise when some or all of your interests as our client are, or may be, inconsistent with some or all of our interests.

To manage this, we have a Conflict of Interest policy and procedure, including training and monitoring, to ensure we are aware of and can effectively manage any conflict of interest. We, our staff and representatives must comply with this policy and procedure.

Where a conflict is unavoidable, we will consult with you regarding steps to manage the conflict.

How We Are Remunerated

Our remuneration can vary based on the service provided and our arrangements with relevant insurers or their representatives. We are typically remunerated by one or more of the following:

Commissions

Unless otherwise agreed in writing on a "Fee Only – no commission" basis, we receive commission from the relevant insurer when you enter into, renew, or vary an insurance policy arranged by us. This commission is generally a percentage of the insurer's base premium (premium excluding government charges, levies & GST) and typically ranges from 0% to 25%.

The commission is included in the premium amount set out in your invoice. If we are providing personal advice to you as a retail client regarding general insurance, we will obtain your informed consent before receiving any commission payments.

The commission reflects factors such as the expenses incurred in management, administration and distribution of insurance products.

Where we act on your behalf and you cancel or amend a policy outside of any cooling off period and obtain a refund of premium, you agree that we can keep our commission.

If we have arranged premium funding, we will normally receive a commission which is a percentage of the amount funded excluding GST. The amount of commission varies depending on our arrangement with the premium funder we refer you to. We will tell you the basis and amount of any such payment if you ask us.

Fees Charged to You

We may charge a Broker Fee or administration fees for our services, which are not part of any premium payment and will be noted in your invoice. The amount of the fee will vary depending on the complexity and type of services we provide you. We will tell you how much the fee is before we provide you a service.

These fees are earned in full at the time of policy placement and are non-refundable in the event you cancel your policy before its expiry, or our agreement is terminated.

If you pay by credit card, we may charge a handling fee, which is shown separately on your tax invoice and is non-refundable. This fee covers the cost of bank charges and administration costs associated with such facilities.

Other Remuneration and Benefits

Adviser and employee remuneration: Our advisers and employees receive an annual salary, which may include bonuses based on performance criteria and company goals. They may also receive non-monetary benefits such as sponsorships of conferences, client functions, meals and entertainment.

Referral Fees: If a third party refers you to us, we may pay them an agreed percentage of our remuneration. Similarly, if we refer you to another service provider we may receive a commission or fee from them. We do not represent that the referred provider's products or services are suitable for you, and take no responsibility for the products and services they may provide to you. You should make your own decision based on their information.

Interest on Trust Money: If we hold collected premium in trust pending payment to an insurer, we may receive and retain any interest earned.

Professional Indemnity Insurance

Protect Underwriting holds professional indemnity insurance that complies with the requirements of section 912B of the Corporations Act, which also covers our authorised representatives. The insurance covers claims involving errors or mistakes relating to our services as an AR of Protect Underwriting, provided we notify the insurer of the claim when it arises, and this is done within the relevant policy period.

Duty of disclosure / Duty to take reasonable care not to make a misrepresentation

Other than in the case of consumer contracts (as defined in Part IV of the Insurance Contracts Act 1984 (Cth) (ICA)), before you enter into a contract of insurance, you have a duty to disclose anything that you know, or could reasonably be expected to know that may affect the insurer’s decision to insure you and on what terms. You do not need to tell the insurer anything that reduces the risk, or is common knowledge, or that the insurer already knows or should know as an insurer, or where the insurer has waived your duty of disclosure.

In the case of consumer contracts (as defined in Part IV of the ICA), you have a duty to take reasonable care not to make a misrepresentation to the insurer. This means you need to answer all questions honestly, accurately and completely, including where you provide information on behalf of another person.

Whichever duty applies, you owe the relevant duty to the insurer (both in respect of information about you and information you provide about others) up until the time the insurer agrees to insure you. You have the same duty before you renew, extend, vary or reinstate a contract of insurance.

You need to tell us if you have disclosed information in the application process and something has happened that makes that information no longer accurate, or new matters arise that would require disclosure under your duty. You must do this before the policy has been entered into (or renewed, varied, reinstated or extended as applicable).

If you are uncertain about whether or not a particular matter should be disclosed to the insurer, please contact us.

If you fail to comply with your duty of disclosure, or in the case of consumer contracts fail to take reasonable care not to make a misrepresentation in disclosing information to us, the insurer may cancel your contract or reduce the amount that it is required to pay you if you make a claim, or both. If your failure is fraudulent, the insurer may refuse to pay a claim and treat the contract of insurance as if it never existed.

Complaints and Dispute Resolution

Protect Underwriting and its authorised representatives are committed to meeting and exceeding our clients' reasonable expectations whenever possible and would like to know if your reasonable expectations haven't been met. You are entitled to make a complaint about any aspect of your relationship with Protect Underwriting including the conduct of our agents and authorised representatives. Protect Underwriting, will attempt in good faith to resolve any complaint/ dispute in a fair, transparent and timely manner.

These steps form our complaint and dispute resolution procedure:

Step 1: Let us know

If you are dissatisfied with anything related to our services, in the first instance get in touch with us to let us know your concerns and our people will do their best to resolve them.

- Email us at hello@protectunderwriting.com.au

We will acknowledge that we have received your complaint within one business day of receiving it, or as soon as practicable and will attempt to resolve it as quickly as possible, even on the spot if possible.

Step 2: Escalation to our Internal Dispute Resolution Process

If we are unable to resolve your complaint, to your satisfaction, our Internal Dispute Resolution (IDR) processes will independently review your dispute.

We are required to review your complaint in an objective and fair way and will send you a written IDR response no later than 30 calendar days from the date you first lodged your complaint. If we cannot meet this timeframe, you will be told why.

Our IDR Team can be contacted by:

- Calling 02 7229 2250, or
- Emailing management@protectunderwriting.com.au

Step 3: External Dispute Resolution

If you're not happy with our final decision, or your complaint is not resolved within 30 calendar days after we receive it, you can contact the Australian Financial Complaints Authority (AFCA).

Please be aware that some types of complaints do not fall within AFCA's scope, such as complaints about a General Insurance policy where that policy is not considered a retail policy. AFCA will advise you if they cannot consider your complaint.

Online www.afca.org.au

Email info@afca.org.au

Phone 1800 931 678 (free call)

Mail Australian Financial Complaints Authority Limited

GPO Box 3

Melbourne VIC 3001

If you contact AFCA in relation to a complaint, the participating member is Protect Underwriting.

The AFCA service is free of charge and a decision by them is binding on us but is not binding on you.

Privacy

We are committed to protecting your privacy and personal information and the personal information we collect will be handled in accordance with our privacy policies and the Privacy Act 1988 (Cth).

We only collect information from you that is relevant to providing you with products and services. It will only be disclosed to other people involved with the provision of these products and services. These may include:

- any insurance intermediary involved in the transaction
- service providers where required such as claims assessors, investigators, lawyers or police and affiliated service providers
- other insurers, for the purpose of seeking claims recoveries or to assist them to assess insurance risks.
- others listed in our privacy policies

We may also obtain information about you from some, or all of the above.

You consent to us collecting, holding, using and disclosing your personal information as set out in our privacy policies when you:

- provide us with your personal information; and
- apply for, use, or renew any of our products or services

Further information on our privacy policy can be found at protectunderwriting.com.au/privacy-policy/

We encourage you to contact us if you require further information or have any questions regarding the services we provide.