

Financial Services Guide

The financial services referred to in this Financial Services Guide (FSG) are offered by **Captive Holdings Pty Ltd T/A Resolute Insurance Brokers (Resolute)**.

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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 we have in place to compensate clients for losses.

Lack of Independence

We, Resolute, are not able to describe ourselves as being independent, impartial or unbiased pursuant to section 923A of the *Corporations Act* because:

- We may receive remuneration, commissions, volume-based payments, gifts 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, which could reasonably be expected to influence the advice we provide to you.

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

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

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. 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 was prepared on 29 July 2024 (version 3.2) 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, or email on the contact number or details mentioned on page 1 of this FSG.

Who is responsible for the financial services provided? Resolute holds an Australian Financial Services License no: 522851 (AFSL) and is responsible for the financial service that it provides to you. The contact details for Resolute are on the front of this FSG. Resolute does not offer or provide advice in relation to financial products outside of its AFSL authorisation of general insurance and does not offer advice in relation to tax, accounting, regulatory or legal matters.

What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to? Resolute is authorised to provide financial advice for general insurance products and deal in general insurance products by applying for, acquiring, varying or disposing of general insurance products on behalf of another person, for retail and wholesale clients. We will do this for you as your broker unless we tell you otherwise. Sometimes, it may be more appropriate for us to access insurance or manage claims where we act as an agent of the insurer. If and when this situation arises, we will explain and highlight this to you.

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 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? We maintain a record of your personal profile, including details of insurance policies that we arrange for you. We may also maintain records of any recommendations or advice given to you. We 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.

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy is available on request. A copy is also available on our website resoluteib.com.au

If you wish to look at your file, please ask us. We will make arrangements for you to do so in accordance with our internal policies

Electronic Delivery of Disclosure Notices

Where possible we prefer to provide all correspondence and disclosure notices (including Financial Services Guides and Product Disclosure Statements) to you electronically, via email attachments or email links to documents/websites etc. If you have provided your email address to us, we will typically use that email address for all correspondence and disclosure notices. Should you not wish to be sent disclosure documents electronically please advise us and we will update our records accordingly.

How will I pay for the services provided?

For each insurance product the insurer will charge a premium that includes any relevant taxes, charges and levies. We often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to us by the insurers. How this is calculated is described below.

We may charge a broker fee when we place your insurance. The amount of any fee we charge may typically vary from 0% to 29.15% inclusive of GST of your insurance premium depending on the complexity of your insurance needs and the size of your account with us. The brokerage fee will be detailed on your invoice and provided to you at the time you receive advice or as soon as practical after that.

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 our commission. In some cases, we will also charge a broker service fee, which varies according to the level of services rendered in addition to the commission we receive. This can range from 0% -11%, GST Inclusive of the premium.

When you pay us your premium it will be banked into our trust account. We retain the commission from the premium you pay us and remit the balance 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, or we may invest the premium and earn a return. We will retain any interest or return on investment earned on the premium to offset the administration and operating costs of the trust account.

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

Our commission 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 5.5% – 29.15% GST inclusive.

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

Any fees that we charge you will be dependent on the complexity of the insurance being arranged and will be advised to you on your invoice.

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 11% - 22% GST Inclusive 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.

Commission Example:

Base Premium	\$100.00
Fire service Levy	\$ 30.00
GST	\$ 13.00
Stamp Duty	\$ 7.00
Total Premium	\$150.00

Total Commission Received by Resolute Insurance Brokers (assuming insurer paid a commission rate of 15%)	\$ 15.00
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See below for information on the Steadfast association and commission.

Who we pay

Advisers

Your adviser is paid an annual salary for the services provided to you. We may also ask you to agree that they also receive a share of the fees you pay us or the commissions we receive. Your adviser may be eligible to receive a performance bonus if they meet pre-set agreed key performance indicators.

Some of our advisers are shareholders in our business/ authorising AFS licensee.

Referrers

If you were referred to us, we may pay the person or company who referred you up to 44% GST inclusive of the remuneration we receive for providing services to you. Or we might refer you to others and receive a referral fee from them. We can tell you the amount that we will pay when we know what it is.

Any referral fees paid or received do not represent an additional cost to you, nor do they affect any premiums you may pay.

Do you have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?

Resolute is a Steadfast Group Limited (**Steadfast**) Network Broker. As a Steadfast Network Broker we have access to 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, 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 a commission.

Commission rates for premium funding are in the range of 0.275% to 2.20% GST inclusive of 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 were available to you.

Conflicts of Interest

As a business we have relationships with and receive income from various third parties as detailed in this FSG. For Retail Clients receiving Personal Advice, details of relationships that impact the advice will be included in any SOA or invoice documentation we send you.

All material conflicts that may impact our ability to act in your best interests will be disclosed to you and we will only continue to act with your consent.

What should I do if I have a complaint?

1. Contact us and tell us about your complaint. We will do our best to resolve it quickly.
2. If your complaint is not satisfactorily resolved within 30 days, please contact our Complaints Manager using the contact details in this FSG. We will try and resolve your complaint quickly and fairly and within prescribed timeframes.
3. Resolute is 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 the AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers. 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

What arrangements do you have in place to compensate clients for losses?

Resolute has a professional indemnity insurance policy (**PI policy**) in place as required by s912B of the Corporations Act.

This insurance provides cover for claims made against us and our representatives, including claims in relation to the conduct of representatives who no longer work for us but did so at the time of the relevant conduct.



RESOLUTE
Insurance Brokers

Any questions?

If you have any further questions about the financial services Resolute provides, please contact us.

Please retain this document for your reference and any future dealings with Resolute.
