



Financial Services Guide (FSG)

*The financial services referred to in this Financial Services Guide ('FSG') are offered by Blend Insurance Solutions Pty Ltd
ABN 47 617 346 353, AFSL 500768 ('Blend')*

Effective date: 13 November 2017

Listed below are the contact details for Blend:

Street Address: Level 4, 97-99 Bathurst Street, Sydney NSW 2000

Postal Address: PO Box A2016, Sydney South NSW 1235

Phone: +61 2 9307 6629

Website: www.blendinsurancesolutions.com.au

Email: customerservice@blendinsurance.com.au

Blend Insurance Solutions Pty Ltd ABN 47 617 346 353, AFSL 500768 ('Blend') is an Australian financial services licensee authorised to deal in and provide advice in relation to general insurance products.

1. The purpose of this FSG

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; 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; and arrangements that are in place to compensate clients for losses.

Any financial services provided in accordance with this FSG will only relate to products arranged by Blend.

This FSG is an important document. Please read it carefully and keep it in a safe place for your reference and for any future dealings with us.

2. From when does this FSG apply?

This FSG applies from 13 November 2017 and remains valid unless a further FSG is issued to replace it.

3. Who is responsible for the financial services provided?

Blend is responsible for the financial services that Blend provides to you. Blend is also responsible for the content and distribution of this FSG.

4. What kinds of financial services are we authorised to provide and what kinds of financial products do those services relate to?

Blend is authorised to deal in and provide financial advice in relation to general insurance products for retail and wholesale clients.

To assist in your decision making, we will give you information about the insurance product by providing you with a Product Disclosure Statement ('PDS'). The PDS is an important document. You should carefully read the PDS to decide if the product features suit your objectives, financial situation and needs before making a decision about the

insurance product. Please keep the PDS in a safe place for your reference and for any future dealings with us.

In some cases, we may make a general recommendation or give an opinion about the insurance products ('General Advice'). We do this without consideration of your specific individual objectives, financial situation or needs. This is a General Advice service. We do not provide any advice on whether other products may be more appropriate for your needs or which of the product options may be best for you.

You need to consider the appropriateness of any information or General Advice we give you, having regard to your specific individual objectives, financial situation or needs before acting on it.

5. 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 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 policy.

6. Who do we act for?

When we provide financial services to you, we will not be acting on your behalf. This is because we are underwriting agents. When we distribute insurance products, we are acting under a binding authority given to Blend by the insurer who underwrites the insurance cover.

This binding authority allows us to accept your application for insurance as if we were the insurer. This means that we represent and act for the insurer and not for you.

7. Associations

Blend is a joint venture between Advent Capital (Holdings) Ltd and Steadfast Underwriting Agencies Holdings Pty Ltd, part of the Steadfast Group Ltd (ABN 98 073 659 677) which is listed on the ASX.

8. General Insurance Code of Practice

We support the General Insurance Code of Practice. The Code is designed to raise the standard of practice and service in the general insurance industry.

For further information about the Code, please go to www.codeofpractice.com.au or contact us.

9. What information do we maintain in your file and how can you access it?

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information.

If you apply for one of Blend's insurance products, we will collect information from you for the purpose of us deciding whether to arrange insurance for you, and if so, on what terms. If we agree to issue the relevant insurance, we will use the information to manage rights and obligations under the insurance product.

We do not trade, rent or sell your information.

You can request details of the information we hold about you at any time.

Our privacy officer can be contacted on +61 2 9307 6656 or by writing to the privacy officer at:

Postal Address: PO Box A2016, Sydney South NSW 1235
Email: privacy@blendinsurance.com.au

For a full privacy collection statement, please refer to the PDS. To access our privacy policy, please go to www.blendinsurancesolutions.com.au

If you wish to examine your file or have a copy of this privacy policy sent to you, please ask us. We will arrange for this to occur.

We will retain this FSG and any other FSG given to you as well as any PDS that we give or pass on to you for the period required by law.

10. How we are paid for our services

Premium

When we issue you with an insurance policy, you will pay a "premium" based on our assessment of the risk profile you have provided. The total amount you pay is the premium, plus any government taxes/duties/levies such as GST and stamp duty and an Agency Fee if applicable.

When you pay your premium to us, we will retain our commission (see below) from the premium you pay and remit the balance to the insurer. We will earn interest on the premium whilst it is in our account and earn a return. We will retain any interest earned on the premium.

You can choose to pay the premium by any of the payment methods set out in your invoice. You are required to pay us within the timeframe set out in the invoice.

All collected premium, applicable fees and statutory charges are to be held in a trust account in accordance with statutory provisions.

Commission

For dealing in and providing financial advice in relation to general insurance products we receive a commission which

is calculated as a percentage of the premium less any relevant taxes, charges and levies.

The percentage of commission we receive is up to 10%. The commission is included in the total amount you pay for your policy and not in addition to the policy.

The commission applies to each policy issued or renewed through us. The commission may not be refundable in the event of cancellation unless the policy is cancelled either within the cooling off period or is a full term cancellation.

Agency Fee

In some circumstances, we may charge you an Agency Fee of up to \$350 inclusive of GST. The Agency Fee, as applicable, will be noted on the tax invoice. We can tell you the exact fee at the time you contact us. The Agency Fee includes meeting our costs of preparation and distribution of documentation.

The Agency Fee applies to each policy issued or renewed through us and may not be refundable in the event of cancellation unless the insurance policy is cancelled either within the cooling-off period or is a full term cancellation.

Remuneration of employees

Blend's employees assisting you with your insurance needs will be paid a market salary and may earn a cash bonus or other incentives based on achievement of a broad range of goals, including financial targets.

Further information

You may request particulars of our remuneration (including commission) or other benefits, including, to the extent relevant, a statement of the range of amounts or rates within a reasonable time following receipt of this FSG and before we provide any financial service to you.

11. What is your duty of disclosure obligation?

In accordance with the *Insurance Contracts Act 1984* (Cth) you have a duty of disclosure. For the full wording of your duty of disclosure, please refer to the PDS.

12. What arrangements do we have in place to compensate clients for losses?

Blend has professional indemnity insurance ('PI insurance') in place.

The PI insurance covers Blend for claims made against us as a result of our conduct or conduct by employees (or former employees) in the provision of financial services.

13. What should I do if I have a complaint?

If you make a complaint regarding our services, we will do everything we can to try to resolve it as quickly and fairly as possible.

You can make a complaint by contacting us on +61 2 9307 6653 or writing to us at:

Postal Address: PO Box A2016, Sydney South NSW 1235
Email: feedback@blendinsurance.com.au

We will provide a response in writing within 15 business days unless further time is required (e.g. insufficient

information), in which case we will provide a response as soon as possible.

If your complaint can not be resolved to your satisfaction by us, you have the right to refer the matter to the Financial Ombudsman Service Australia ('FOS Australia').

They can be contacted on 1800 367 287 (or 1800 FOS AUS), in writing to

GPO Box 3, Melbourne VIC 3001 or via their website at www.fos.org.au

For our full complaints process please go to the following site www.blendinsurancesolutions.com.au or contact us to request a copy to be sent to you.

14. How can you instruct us?

You can contact us to give instructions by post, phone or email on the contact number or details mentioned on page 1 of this FSG.

15. More information

If you have any further questions about the financial services we provide, please contact us.

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

This FSG was prepared on 10 November 2017.