

Xenia Mutual Management

Financial Services Guide

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

Xenia Mutual Management Pty Ltd ACN 649 031 694 (**XMM**)

Level 4, 99 Bathurst Street
Sydney NSW 2000

PO Box A980
Sydney South NSW 1235

Email: richard.briggs@xeniamutual.com

Telephone: (02) 9495 6500

XMM is the authorised representative of:

Steadfast ART Pty Ltd ACN 118 261 608 (**Steadfast ART**)

Level 4, 99 Bathurst Street
Sydney NSW 2000

PO Box A980
Sydney South NSW 1235

Email: gerhard.coetsee@steadfast.com.au

Telephone: (02) 9495 6500

Steadfast ART holds a current Australian Financial Services Licence number 298444 and is responsible for the financial services that XMM provides to you. XMM's Authorised Representative number is 1288719. Steadfast ART is also responsible for the content and distribution of this FSG. The distribution of this FSG by XMM is authorised by Steadfast ART.

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, XMM, are not independent, impartial or unbiased pursuant to section 923A of the *Corporations Act* because:

- We or Steadfast ART may receive commission or other benefits when we provide personal advice to you in relation to insurance products and other financial products;
- We or Steadfast ART 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 Steadfast ART 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 FSG.

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 dispute resolution procedures and how you can access them; and
- arrangements that are in place to compensate clients for losses.

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 a statement of protection for you, we will usually only consider the protections offered by Xenia Mutual Ltd ACN 650 383 430 (**Xenia Mutual**). In giving you advice about the costs and terms of recommended protections we have not compared those protections to other protections available, other than from those Xenia Mutual.

Product Disclosure Statement (PDS)

If we offer to arrange the issue of a protection 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 Xenia Mutual. The PDS will contain information about the particular protection, which will enable you to make an informed decision about purchasing that product.

From when does this FSG apply?	This FSG applies from 24 July 2024 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?	<p>Steadfast ART 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.</p> <p>Steadfast ART holds a current Australian Financial Services Licence number 298444. The contact details for Steadfast ART are on the front of this FSG.</p>
What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?	<p>XMM is authorised to provide financial product advice on and deal in miscellaneous financial risk products limited to mutual risk products to retail and wholesale clients under Steadfast ART's Australian Financial Service Licence. We will do this as agent of Xenia Mutual.</p>
Will I receive tailored advice?	<p>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 issue protections to you or to give you advice about your mutual needs. We will ask you for the details that we need to know.</p> <p>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.</p> <p>You should read the warnings contained in any SOA, or any other warnings that we give you, carefully before making any decision about a protection.</p> <p>Where we provide you with advice about your protection arrangements, that advice is current at the time that we give it. We will review your protection arrangements when you inform us about changes in your circumstances.</p>
Contractual Liability and your protections	<p>Many commercial or business contracts contain clauses dealing with your liability (including indemnities or hold harmless clauses). Such clauses may entitle Xenia Mutual 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.</p>
What information do you maintain in my file and can I examine my file?	<p>Steadfast ART maintains a record of your personal profile, including details of protections that we issue for you. Steadfast ART may also maintain records of any recommendations or advice given to you. Steadfast ART will retain this FSG and any other FSG given to you as well as any SOA or PDS that we give or pass onto you for the period required by law.</p> <p>Steadfast ART 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 Steadfast ART's privacy policy is available on request. A copy is also available on Steadfast ART's website.</p> <p>If you wish to look at your file, please ask us. We will arrange for you to do so.</p>
How will I pay for the services provided?	<p>To be eligible for discretionary mutual protection, members must pay annual subscriptions and contributions, as set by Xenia Mutual. Applications for membership are determined at the discretion of the board of Xenia Mutual.</p> <p>Payment for the services we provide you are payable directly to Steadfast ART. For each protection, Xenia Mutual will charge a contribution.</p>

	<p>When you pay us your contribution, it will be banked into Steadfast ART's trust account. Steadfast ART retains part of the contribution which you pay us and remits the balance to Xenia Mutual in accordance with Steadfast ART's arrangements with Xenia Mutual. Steadfast ART will earn interest on the contribution while it is in their trust account or Steadfast ART may invest the contribution and earn a return. Steadfast ART will retain any interest or return on investment earned on the contribution.</p>
<p>How are any commissions, fees or other benefits calculated for providing the financial services?</p>	<p>Steadfast ART pays 15% of the contributions to XMM as a management fee from Xenia Mutual.</p> <p>Steadfast ART does not and we do not pay any commissions, fees or benefits to others including insurance brokers who refer you to us or refer us to Xenia Mutual.</p> <p>Our employees that will assist you with your protection needs will be paid a market salary.</p> <p>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 Xenia Mutual) will receive in relation to the policies that are the subject of the advice.</p> <p>See below for information on the Steadfast association and commission.</p>
<p>Do you have any relationships or associations with Xenia Mutual who issue the protection or any other material relationships?</p>	<p>Steadfast ART is a Steadfast Group Limited ACN 073 659 677 (Steadfast) network broker. Steadfast ART directors hold shares in Steadfast.</p> <p>As a Steadfast network broker, Steadfast ART 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.</p> <p>If we arrange contribution funding for you, Steadfast ART may be paid a commission by the funder. We may also charge you a fee (or both). The commission that Steadfast ART is paid by the funder is usually calculated as a percentage of your contribution. If you instruct us to arrange or issue a product, this is when Steadfast ART become entitled to the commission.</p> <p>Steadfast ART's commission rates for funding are an unknown percentage of funded contribution. When we arrange funding for you, you can ask us what commission rates Steadfast ART are paid for that funding arrangement compared to the other arrangements that were available to you.</p> <p>Quantaco Holdings Pty Ltd (QH) ACN 649 164 698 and Steadfast each own half of XMM and each has nominated two directors. QH and Steadfast may each nominate two directors out of seven on the board of Xenia Mutual.</p>
<p>What should I do if I have a complaint?</p>	<ol style="list-style-type: none"> 1. Contact Steadfast ART via the details noted at the beginning of this FSG and tell Steadfast ART about your complaint. Steadfast ART will do its best to resolve it quickly and fairly. 2. If your complaint is not satisfactorily resolved within 30 calendar days of the date on which Steadfast ART first received your complaint, you can contact the Australian Financial Complaints Authority (AFCA). AFCA is an external complaints resolution scheme which provides its service free of charge to complainants. Information about AFCA and the types of disputes it can consider is available on its website.

AFCA

Phone: 1800 931 678

Website: www.afca.org.au

Email: info@afca.org.au

Post: GPO Box 3, Melbourne VIC 3001

What arrangements are in place to compensate clients for losses?

Steadfast ART has a professional indemnity insurance policy (**PI policy**) in place.

The PI policy covers Steadfast ART 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.

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 either XMM or Steadfast ART provides, please contact us.

Please retain this document for your reference and any future dealings with either XMM or Steadfast ART.
