

FINANCIAL SERVICES GUIDE

1. FINANCIAL SERVICES REFERRED TO IN THIS FINANCIAL SERVICES GUIDE (FSG) ARE OFFERED BY:

High Street Underwriting Agency Pty Limited t/as Altamont Contingency Underwriting

ACN 096 939 169, AFSL 244370

Office: Level 14, 12 Creek St, Brisbane, QLD, 4000

Post: P.O. Box 7174, Brendale, QLD, 4500

Phone: 1800 096 829 Email: info@altamont.com.au Web: www.altamont.com.au

2. THIS FSG SETS OUT THE SERVICES THAT WE CAN OFFER YOU.

This Financial Services Guide (FSG) describes the services that we can provide to you. It is designed to assist you in deciding whether to use any of the services described below, and it describes how High Street Underwriting Agency Pty Limited t/as Altamont Contingency Underwriting (Altamont) is remunerated for these services, professional indemnity insurance and how any complaints you may have will be handled.

Altamont is authorised to provide financial product advice and deal in a financial product under its AFS Licence in respect of general insurance products.

Sometimes we will act under a binder or agency agreement Altamont 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 requirements.

Altamont can provide general insurance broking services, which will be conducted in an honest, efficient, fair and transparent manner.

Services can include:

- arranging general insurance, renewing and endorsing policies on your behalf;
- assisting you lodging general insurance claims; and
- arranging premium funding.

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

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

3. IMPORTANT INFORMATION ABOUT THE PRODUCTS WE WILL RECOMMEND TO YOU

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.

4. 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 policy.

5. FROM WHEN DOES THIS FSG APPLY?

This FSG applies from 1 July 2025 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.

6. 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.

7. WHO IS RESPONSIBLE FOR THE FINANCIAL SERVICES PROVIDED?

High Street Underwriting Agency Pty Limited holds a current Australian Financial Services License No: 244370. The contact details for High Street Underwriting Agency Pty Limited T/as Altamont Contingency Underwriting are provided on page 1 of this FSG.

8. WHAT KINDS OF FINANCIAL SERVICES ARE YOU AUTHORISED TO PROVIDE TO ME AND WHAT KINDS OF FINANCIAL PRODUCT/ S DO THOSE SERVICES RELATE TO?

Altamont is authorised to advise and deal in general insurance products to retail or wholesale clients.

When we act under a binder or agency from insurers and as such we will be acting as the agent of the insurers. This means that we represent and act for the insurers, not for you.

9. WILL I RECEIVE TAILORED ADVICE?

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 or 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.

The advice that we provide to you may not take into account any of your particular objectives, financial situation or needs. For this reason, before you act on this advice, you should consider the appropriateness of the advice taking into account your own objectives, financial situation and needs.

Before you make any decision about whether to acquire the policy, you read the product disclosure statement (PDS) or the 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, and at the time of any scheduled status review or upon renewal of your insurances.

10. 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.

11. 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 or issue 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 PDS that we give or pass on to you for the period required by law.

We are committed to implementing and promoting our privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy is available on request. If you wish to look at your file please ask us. We will make arrangements for you to do so.

12. 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. However, in some cases we may also charge you a fee.

You can choose to pay by any of the payment methods set out in your invoice and you are required to pay us within the time set out on the invoice.

If there is a refund of premium owed to you as a result of a cancellation or alteration to a policy, we will retain any fee we have charged you. We may also retain commission depending on our arrangements with the insurer.

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.

13. 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 0% and 35%. **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 typically be either a flat fee of between \$0 and \$250, or a percentage-based fee of between 0% and 25% of the amount you pay for the insurance policy.

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). Our employees that will assist you with your insurance needs will be paid a market salary plus a bonus based on overall performance.

14. DO YOU HAVE ANY RELATIONSHIPS OR ASSOCIATIONS WITH THE INSURERS WHO ISSUE THE INSURANCE POLICIES OR ANY OTHER MATERIAL RELATIONSHIPS?

High Street Underwriting Agency Pty Limited is a member of the Underwriting Agencies Council (UAC).

High Street Underwriting Agency Pty Limited is an authorised Coverholder of several Lloyd's Syndicates.

15. WHAT SHOULD I DO IF I HAVE A COMPLAINT?

We sincerely hope that your dealings with Altamont will be pleasant as we aim to conduct our services in a transparent and professional manner. However, there may be occasions where opinions differ concerning various aspects of your insurance or on a question of insurance cover in the event of a claim.

In such circumstances Altamont will endeavor to solve the problem to your satisfaction. Therefore, please refer any complaint to the Complaints Manager at Altamont providing full details of your complaint together with any supporting documents you may have, using contact details provided at the beginning of this FSG.

The matter will be handled by our Complaints Manager for resolution through their internal complaints and disputes facility and you will be contacted within 24 hours. If we are unable to resolve your complaint within 5 days it will be passed for resolution to your Insurer, who will attempt to resolve your complaint as quickly as possible.

High Street Underwriting Agency Pty Limited is a member of the Australian Financial Complaints Authority (AFCA) and you have the right to refer the matter to them at any time if you are unhappy with the way your complaint is being handled. The facilities offered by AFCA in the event of a dispute, are a free service to you.

AFCA can be contacted at GPO Box 3, Melbourne, VIC 3001, by telephone 1800 931 678, by Email - info@afca.org.au or through their website www.afca.org.au

High Street Underwriting Agency Pty Limited is a member of the UAC. If you have a complaint about a policy that we arranged under a binder that cannot be resolved to your satisfaction by us you have the right to refer the matter to the Underwriting Agencies Council at no cost to you. The Underwriting Agencies Council can be contacted on 0433 447 574.

16. YOUR DUTY TO NOT MISREPRESENT

When answering our questions in the proposal form, when you make changes to the policy or at renewal, you have a duty to take reasonable care not to make a misrepresentation to us.

You and other insured person(s) must answer our questions with relevant and complete information and you must not misrepresent any information that you give to us. You have the same duty in relation to anyone else whom you want to be covered by the policy.

If you fail to comply with your duty, and we would not have issued the policy for the same premium and on the same terms and conditions, we may be entitled to reduce our liability under the policy in respect of any claim or we may cancel the policy.

If your failure to comply with your duty is fraudulent, we may refuse to pay a claim and treat the policy as never having been in existence.

17. WHAT ARRANGEMENTS DO YOU HAVE IN PLACE TO COMPENSATE CLIENTS FOR LOSSES?

High Street Underwriting Agency Pty Limited has a professional indemnity insurance policy (PI policy) in place.

The PI policy covers us and our employees for claims made against us and our employees by clients as a result of the conduct of us or our employees in the provision of financial services.

The PI policy covers us and our representatives for claims made against us and our representatives by clients as a result of the conduct of us, our employees or representatives in the provision of financial services.

Our PI policy will cover us for claims relating to the conduct of representatives who no longer work for us. Our PI policy meets or exceeds the requirements of the Corporations Act, 2001, Cth

18. ANY QUESTIONS?

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

Details of how to contact Altamont is on page 1 of this FSG.

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