

Financial Services Guide

What information is in this FSG?

This Financial Services Guide (FSG) sets out our services we offer. It is designed to assist you in deciding whether to use any of those services and contains important information about:

- how we and our associates are paid.
- any potential conflicts 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.

Who provides the services described in this Financial Services Guide (FSG)?

- Howden Equine Pty Ltd (Howden Equine) ABN: 46 091 731 225 | Australian Financial Services Licence (AFSL) No. 235666; and
- Silks Insurance Pty Ltd (Silks) ABN 15 639 058 718 | AR No. 001280952, authorised under Howden Equine's AFSL.

In this Financial Services Guide, Howden Equine and Silks (as Howden Equine's appointed authorised representative) are referred to collectively as "**we/our/us**".

Level 23, 20 Bond Street, Sydney NSW 2000

Tel: 1300 904 503

Email: info.aus@howdengroup.com

www.howdeninsurance.com.au

Howden Equine is part of Howden Group Holdings Limited. Silks is a related company of Howden Equine and is also a part of Howden Group Holdings Limited (Howden Group).

Howden Equine and Silks are members of the National Insurance Brokers Association (NIBA) and subscribe to the NIBA Insurance Brokers Code of Practice 2022. The NIBA Insurance Brokers Code of Practice 2022 can be found at <https://www.niba.com.au/>.

Not Independent

Why we are not independent, impartial, or unbiased in relation to the provision of personal advice and the impact of this on you

We are not independent, impartial, or unbiased because:

- We may receive remuneration, commission, 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.

Further information about these benefits and relationships and how we manage potential conflicts of interest is set out in this Financial Services Guide.

If you have any questions about this information, please ask us.

From when does this FSG apply?

This FSG applies from 19/12/25 and remains valid unless another FSG is issued to replace it.

How can you instruct us?

You can give us your instructions in writing, by telephone or in person at the contact details in this FSG.

Who is responsible for our financial services?

Howden Equine is responsible for the financial services we provide to you, or to your family members, and the distribution and content of this FSG. The contact details for Howden Equine (which also applies for Howden Equine's representatives) are set out at the end of this FSG.

Who do we act for?

We usually act on your behalf and in your interests in all matters, however, where we have negotiated facilities such as binding or agency agreements for the benefit of our clients, we may act as an agent of the insurer and not for you. We will tell you when we act under a binder or agency to arrange your insurance, advise you about your insurance needs, or manage claims on behalf of the insurer.

What financial services are you authorised to provide to me?

As your insurance broker, Howden Equine is authorised under its AFSL 235666, to provide financial product advice on, and deal in general insurance products to retail and wholesale clients. As Howden Equine's appointed Authorised Representative, Silks is also authorised to provide financial product advice on, and deal in general insurance products to retail and wholesale clients.

What is a Retail Client?

A Retail Client is an individual, a manufacturing business employing less than 100 people or any other business employing less than 20 people and when purchasing the following types of insurance cover: motor vehicle, home building, home contents, personal and domestic property, sickness/accident, travel, consumer credit and other classes as prescribed by regulations. Some of the information in this FSG only applies to Retail Clients and it is important that you understand if you are covered by the additional protection provided.

We only provide General Advice to Retail Clients

We only provide General Advice to our Retail Clients. General Advice does not take into account your particular needs and requirements and you should consider the appropriateness of any advice to your circumstances prior to acting upon it. We will provide you with a General Advice Warning in such cases.

If you are a Retail Client and we offer to arrange the issue of an insurance policy to you, we will also provide you with a PDS which will contain information about the particular policy to enable you to make an informed decision about purchasing that policy.

What information do you maintain in my file and can I examine my file?

We may maintain a record of your profile, including:

- details of insurance policies and services that we arrange for you;
- any recommendations or advice provided to you;
- all applicable versions of our FSG or PDS that we have provided to you for the period required by law.

For details on how you can access your file as well as details of the management of your personal information, please refer to our privacy policy located at www.howdengroup.com/au-en/privacy-policy.

How will I pay for the services provided?

Payment for services we provide to you are payable directly to us. For an insurance product, the Insurer will charge a premium which includes any relevant taxes, charges and levies and we will also charge you a fee. If you are paying by credit card there may be an additional cost.

All of this as well as other payment methods and timeframes to pay are shown on the invoice we will provide to you.

When you pay us your premium it will be banked into our trust account. We will retain the commission from the premiums you pay us and remit the balance to the Insurer in accordance with our arrangements.

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

We earn between 0% and 25% of the base premium you pay. We also charge you a fee for our services.

We receive 100% of the income generated by our clients. If there is a refund of premium owed to you because of an alteration or cancellation of a policy we will retain any fee or commission previously earned.

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.

If we arrange premium funding for you, we may receive a commission from the premium funder between 0% - 4% of the funded premium, and we may also charge a fee.

During the course of our business we may receive non-monetary remuneration from insurers, underwriters or third parties. This may include but is not limited to; access to technology platforms and I.T. support, education and training, event sponsorship, and marketing assistance. We will not accept any non-monetary remuneration where doing so could reasonably be expected to influence the advice we provide to you.

Where Howden Equine or Silks acts for the insurer and not you, Howden Equine or Silks receive a commission from the insurers and may also charge you an administration fee. The administration fee and timeframes to pay are shown on the invoice we will provide to you.

In limited cases only, Howden Equine and Silks may also receive remuneration from an insurer based on the profitability or volume of the business we place with them.

Do we have any associations or relationships which might reasonably be expected to influence us or for which we or our related companies receive remuneration?

We and certain related companies of ours have the following commercial relationships and earn the following kinds of remuneration:

Referrers

In cases where you were referred to us by someone else, we will tell you if we pay them a fee or commission, or both, in relation to that referral.

Commercial partners

We may have arrangements with industry, sports or professional bodies where we work with those bodies to distribute insurance and financial products. We may share revenue with those bodies.

Insurers

We and certain related companies of ours provide services to insurers, including reinsurance broking, consulting (including product design and development), software and information technology development and licences, claims administration and services under binders or as coverholders for insurers. We and certain related companies of ours are paid fees and earn other remuneration in return for providing these services. When providing our services, we may utilise overseas related companies, where such entities may also receive remuneration.

We and our representatives and staff may also receive non-monetary benefits from insurers such as sponsorships of conferences and industry or client functions, meals and entertainment.

Dual Australia and other related underwriting agencies

Howden Group Holdings Limited owns Howden Insurance Brokers Limited, Dual Corporate Risks Limited, David Ashby Underwriting Limited and Dual Australia Pty Limited which are therefore related companies to Howden Equine and Silks.

We may place your insurance with Howden Insurance Brokers Limited, Dual Australia Pty Limited, Dual Corporate Risks Limited and David Ashby Underwriting Limited. Any placement will be at arm's-length terms.

When acting as your broker, we have an obligation to act in our clients' best interests. Howden Insurance Brokers Limited, Dual Corporate Risks Limited, David Ashby Underwriting Limited, Dual Australia Pty Limited and at times us, act for insurers.

Premium Funders

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 the commission.

Our commission rates for premium funding are in the range of 0% to 4% 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.

In limited cases only, we may also receive remuneration from an insurer based on the profitability or volume of the business we place with them.

Identifying and managing potential conflicts of interest?

Conflicts of interest may arise in circumstances where your interests as our client are, or may be, inconsistent with our interests.

We have a conflicts of interest policy, which our staff and representatives are required to follow. Please refer to our conflicts of interest statement: <https://www.howdengroup.com/au-en/conflicts-of-interest>.

At all times, we will advise you in a timely manner of any actual or potential conflicts of interest when delivering our services. If any arise, we will put in place adequate measures to manage the conflict.

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 15 days, please contact our Complaints Officer at the contact details noted at the end of this FSG. We will try and resolve your complaint quickly and fairly and no later than 30 days (or any other statutory deadline or as agreed between the parties) from when you lodged your complaint.
3. Howden Equine 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. The AFCA can be contacted at:

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 we have in place to compensate clients for losses?

We have 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. Our PI policy covers us for claims relating to the conduct of employees who no longer work for us. This policy satisfies the requirements for compensation arrangements under section 912B of the *Corporations Act 2001* (Cth).

Any questions?

For more information, please see our website – www.howdeninsurance.com.au

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

Our contact details

Level 23, 20 Bond Street, Sydney NSW 2000

Tel: 1300 904 503

Email: info.aus@howdengroup.com

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