



MKW Insurance Brokers

Commercial, Business & Personal Insurance Specialists · Since 1983

Financial Services Guide

MKW Holdings Pty Ltd trading as MKW Insurance Brokers

Australian Financial Services Licence No. 502391 · ABN 53 617 495 495



PROTECTING YOUR BUSINESS, ASSETS & FUTURE · SINCE 1983

An important guide to the services we provide, how we and others are paid, and how to contact us.

ISSUED BY
MKW Insurance Brokers

LICENCE
AFSL No. 502391
ABN 53 617 495 495

EFFECTIVE FROM
1 July 2026

It is an important document. Please read it carefully and keep it in a safe place.

FINANCIAL SERVICES GUIDE · EFFECTIVE 1 JULY 2026

What’s Inside This Guide

General advice only — please read the relevant Product Disclosure Statement before making a decision.

01	About This Financial Services Guide	3
02	Information for Retail Clients	4
03	Your Duty of Disclosure	5
04	About Our Services	6
05	How We Are Paid	8
06	Complaints and Compensation	10

About This Financial Services Guide

The financial services referred to in this Financial Services Guide (FSG) are offered by **MKW Holdings Pty Ltd trading as MKW Insurance Brokers** (ABN 53 617 495 495), Australian Financial Services Licence No. 502391, and the following authorised representatives who act on its behalf in providing the financial services set out in this FSG:

- DMR Insurance Services Pty Limited (ABN 56 601 614 546) — ASIC Corporate Authorised Representative No. 467208
- David Challinor — Authorised Representative No. 1240925

MKW Holdings Pty Ltd trading as MKW Insurance Brokers and the authorised representatives are, unless stated otherwise, referred to in this FSG as “we” or “us” and can be contacted at:

Address	Level 1, 5 George Street, North Strathfield, NSW 2137
Postal	P.O. Box 166, Concord, NSW 2137
Phone	+61 2 9746 6273
Fax	+61 2 9746 6255
Email	insurance@mkwib.com.au
Web	www.mkwib.com.au

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 remunerated;
- 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.

It is an important document. Please read it carefully and keep it in a safe place.

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, MKW Holdings Pty Ltd trading as MKW Insurance Brokers, are not independent, impartial or unbiased pursuant to section 923A of the *Corporations Act* because:

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

Information for Retail Clients

The following information relates specifically to our Retail clients. As per the definition within the Corporations Act 2001 (Cth), you are a Retail Client if:

- **(a)** you are an individual, or the insurance product is used in connection with a small manufacturing business that employs fewer than 100 people or any other business employing fewer than 20 people; **AND**
- **(b)** you are being provided a financial service or product that relates to one or more of these types of insurance: Motor Vehicle, Home Buildings/Contents, Sickness and Accident, Consumer Credit, Travel, and Personal and Domestic Property.

Product Disclosure Statement

If you are buying a Retail Product, we will also provide you with a Product Disclosure Statement (PDS). This will contain information about the policy to help you make an informed decision about purchasing that product.

Target Market Determinations

For many retail insurance products, the insurer is required under the Design and Distribution Obligations to make a Target Market Determination (TMD) available. A TMD describes the class of customers for whom a product is likely to be appropriate, together with any conditions on how the product is distributed. Where these obligations apply, we will take reasonable steps to distribute the product consistently with the insurer's TMD. A copy of the relevant TMD is available from the insurer or on request.

General Advice Warning

In most instances, we will provide you with general advice — that is, advice which does not take your objectives, financial situation or needs into consideration. Please read the Product Disclosure Statement before you decide if it suits you.

When We Provide You with Personal Advice

Most of the advice we provide is general advice. In some cases — for example, when we recommend a Personal Accident and Sickness policy — we may provide you with personal advice, which takes into account one or more of your objectives, financial situation and needs.

When we provide you with personal advice as a retail client, we will give you a Statement of Advice (SoA). The SoA will set out the advice we have given, the basis on which it is given, and information about our remuneration and any relevant associations or interests. Where we give you further advice, we may instead keep a Record of Advice, a copy of which you can request. We keep records of the personal advice we provide, as required by law.

Informed Consent to Insurance Commissions

Under reforms to the law that have applied from 10 July 2025, where we provide (or are likely to provide) personal advice to you as a retail client about a general insurance product (or a life risk or consumer credit insurance product) and we will be paid a commission by the insurer, we must obtain your informed consent before that commission can be paid.

Before you give your consent, we will tell you the name of the insurer, the rate of our commission (expressed as a percentage range of the policy cost), how often and for how long the commission is paid (including on any renewals), and the nature of the services we will provide. It is a requirement of the law that your consent is obtained before an insurance commission is paid, and once given your consent is irrevocable. We will obtain your consent in writing (or keep a written record of your verbal consent), give you a copy, and keep it on file. This consent is provided separately at the time we give you the advice and does not form part of this FSG.

If you do not consent to us being paid a commission, we may instead agree with you to provide the advice for a fee, or we may be unable to arrange the cover for you.

Cooling-off Periods

Your PDS will contain information relating to your cooling-off rights. You may be entitled to a minimum of 14 days cooling-off period, from the date the cover commences, during which you can cancel your policy and receive a refund of all money paid. Cooling-off periods can vary, so you should check your policy carefully and contact us if you have any questions about your cooling-off rights.

Your Duty of Disclosure

When you take out insurance, renew, or vary a policy you hold, you have a duty of disclosure under the Insurance Contracts Act 1984. Your duties will differ depending on the type of insurance you are taking out, renewing or varying.

The **duty not to make a misrepresentation** applies to insurances that are **wholly or predominantly for personal, domestic or household purposes**. This duty will also apply when you are taking out a new policy and the insurer has issued a notice that it is a consumer insurance contract.

This duty applies to all policies entered into that are effective on or after 5 October 2021. For all insurances that are not a consumer insurance contract, the duty of disclosure applies.

Duty Not to Make a Misrepresentation — Consumer Insurance Contracts (personal / domestic)

You have a duty under the Insurance Contracts Act 1984 to take reasonable care not to make a misrepresentation to the insurer (your duty). Your duty applies only in respect of a policy that is a consumer insurance contract, which is a term defined in the Insurance Contracts Act.

Your duty applies before you enter into the policy, and also before you renew, extend, vary, or reinstate the policy. Before you do any of these things, you may be required to answer questions and the insurer will use the answers you provide in deciding whether to insure you, and anyone else to be insured under the policy, and on what terms.

When you renew your policy, we will include information you have previously told us that is relevant to your policy, which we passed on to the insurer. The insurer requires you to contact us to tell us if this information

is incorrect, or if it has changed. If you do not tell us about a change to something you have previously told us, the insurer will take this to mean that there is no change.

To ensure you meet your duty, your answers to the questions must be truthful, accurate and complete. This duty also applies when you contact us to advise of any information that is incorrect or has changed when you renew your policy.

If you fail to meet your duty, the insurer may be able to cancel your contract or reduce the amount it will pay if you make a claim, or both. If your failure is fraudulent, the insurer may be able to refuse to pay a claim and treat the contract as if it never existed.

Duty of Disclosure — Non-Consumer Insurance Contracts

Before you enter into an insurance contract, you have a duty to tell the insurer anything that you know, or could reasonably be expected to know, that may affect the insurer's decision to insure you and on what terms. You have this duty until the insurer agrees to insure you. You have the same duty before you renew, extend, vary, or reinstate an insurance contract.

You do not need to tell the insurer anything that:

- reduces the risk they insure you for; or
- is common knowledge; or
- the insurer knows, or should know; or
- the insurer waives your duty to tell them about.

If you do not tell the insurer something

If you do not tell the insurer anything you are required to, they may cancel your contract, or reduce the amount they will pay you if you make a claim, or both. If your failure to tell the insurer is fraudulent, they may refuse to pay a claim and treat the contract as if it never existed.

About Our Services

Our Commitment to the Insurance Brokers Code of Practice

MKW Insurance Brokers is a member of the National Insurance Brokers Association (NIBA) and subscribes to the Insurance Brokers Code of Practice. The Code sets out the standards of professionalism, integrity and fairness that you can expect from us when we provide our services, and in many areas it sets standards that go beyond what the law requires.

The Code is owned and published by NIBA and is independently monitored and enforced by the Insurance Brokers Code Compliance Committee. You can obtain a copy of the Code at www.niba.com.au.

From When Does This FSG Apply?

This FSG applies from 1 July 2026 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, fax or email using the contact details shown at the front of this FSG.

Who Is Responsible for the Financial Services Provided?

We are responsible for the financial services that will be provided to you, or through you to your family members, including the distribution of this FSG. We hold a current Australian Financial Services Licence No. 502391. The contact details for us are on the front of this FSG.

What Kinds of Financial Services Are You Authorised to Provide to Me, and What Kinds of Financial Products Do Those Services Relate To?

We are authorised to advise and deal in general insurance products to wholesale and retail clients under our Australian Financial Services Licence. We will do this on your behalf as your broker unless we tell you otherwise.

Sometimes we will act under a binder or agency we have 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 needs.

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 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 protecting the privacy and security of your personal information, and we collect, hold, use and disclose it in accordance with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles. A copy of our Privacy Policy is available on request and on our website at www.mkwib.com.au. If you wish to look at your file, please ask us and we will arrange for you to do so.

How We Are Paid

How Will I Pay for the Services Provided?

Payment for the services we provide you is payable directly to us. 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. In some cases, you will also be charged a fee. These will all be shown on the invoice that is sent to you.

You can choose to pay for our services by any of the payment methods set out in the invoice. You are required to pay us within the time set out on the invoice.

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 commission.

When you pay us your premium it will be banked into our trust account. We will 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.

How Are Any Commissions, Fees or Other Benefits Calculated for Providing the Financial Services?

Our commission will be calculated based on the following formula:

$$X = Y\% \times P$$

X = our commission

Y% = the percentage commission paid to us by the insurer. Our commission varies between 0% and 30%.

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 in addition to the premium. We may charge you:

- a Broker Fee — an administration fee payable when you enter into an insurance policy;
- a pre-agreed set amount for specific services;
- an amount based on a pre-agreed rate for the time we spend providing the service; or
- on some other basis agreed with you before we provide the service.

All fees are payable after we have provided the service, or at such earlier time as we agree with you in writing, and will be noted in the invoice that we send you. The fees are not refundable.

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 1% to 30% of our commission or fees.

Our employees who assist you with your insurance needs will be paid a market salary that may include bonuses based on performance criteria (including sales performance) and achievement of company goals. They may also receive certain soft-dollar benefits described below.

Receipt of Soft-Dollar Benefits Policy

From time to time we and our representatives may also receive what are commonly referred to as “soft-dollar benefits” from product issuers and other financial service providers we deal with.

These can include entertainment (e.g. lunches, sporting events, movies), conferences (e.g. attendance at a product issuer conference), accommodation and travel, business tools (e.g. software), and gifts (e.g. product issuer or service-provider branded promotional items and other occasional small gifts such as bottles of wine or hampers on special occasions).

These benefits are provided by a wide range of product issuers and service providers. In most cases they relate to our development of an understanding of the product issuer and/or service provider and their product ranges and practices. Ultimately, this assists us in better servicing and representing you.

Our policy is that any of the above received by us or our representatives that exceed \$300 per item or transaction in estimated value are potentially material. This means they must be disclosed to our Conflicts Manager in writing. The Manager determines if appropriate procedures are in place to manage or avoid any potential conflict of interest which might arise. They only approve benefits where this is the case, and retain a record of this which you can access on request.

The above restriction does not apply to conferences or functions, the principal purpose of which is professional development and where the right to attend is not based on sales volumes.

If we give you personal advice, we will inform you of any fees, commission or other payments that 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. See below for information on the Steadfast association and commission.

Do You Have Any Relationships or Associations with the Insurers Who Issue the Insurance Policies, or Any Other Material Relationships?

We are a Steadfast Group Limited (Steadfast) Network Broker. Steadfast has exclusive arrangements with some insurers and premium funders (Partners) under which Steadfast receives between 0.5% and 1.5% commission for each product arranged by MKW Insurance Brokers with those Partners. Steadfast is also a shareholder of some Partners.

We do not receive any share of the commission Steadfast receives from those Partners. We do not receive any profit share, volume-based incentive, override, rebate or similar benefit from Steadfast. Our only relationship with Steadfast is as a member of the Steadfast network.

As a Steadfast Network Broker, we have access to member services including model operating and compliance tools, procedures, manuals and training, legal, technical, banking and recruitment advice and

assistance, group insurance arrangements, product comparison and placement support, claims support, and group purchasing arrangements. These member services are either funded by Steadfast, subsidised by Steadfast, or available exclusively to Steadfast Network Brokers for a fee.

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 the commission.

Our commission rates for premium funding are in the range of 0% to 2.5% 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. The amount of our commission and any fee that we charge will be set out in the premium funding contract.

Complaints and Compensation

What Should I Do If I Have a Complaint?

We treat any complaint seriously and will handle it fairly, promptly and free of charge. If you have a complaint, please follow the steps below.

1. Contact us and tell us about your complaint. We will acknowledge your complaint promptly — usually within one business day — and do our best to resolve it quickly.
2. If your complaint is not resolved to your satisfaction when you first raise it, it will be escalated to Luke Wiblin, Director, on +61 2 9746 6273, or in writing at the address shown at the front of this FSG. We will provide you with a written response setting out the outcome of our review, and the reasons for it, within 30 calendar days of receiving your complaint. If we are unable to respond within 30 days, we will tell you why and advise you of your right to take your complaint to AFCA.
3. We are a member of the Australian Financial Complaints Authority (AFCA). If your complaint is not resolved within 30 days, or you are not satisfied with our response, you have the right to refer the matter to AFCA. AFCA provides fair, independent financial services complaint resolution that is free to consumers. Our AFCA membership number is 40180. AFCA can be contacted at:

Australian Financial Complaints Authority (AFCA)

MKW Insurance Brokers — AFCA membership no. 40180

Post: GPO Box 3, Melbourne VIC 3001

Phone: 1800 931 678 **Fax:** 03 9613 6399

Email: info@afca.org.au **Web:** www.afca.org.au

What Arrangements Do You Have in Place to Compensate Clients for Losses?

MKW Insurance Brokers has a professional indemnity insurance policy (**PI policy**) in place. The PI policy covers us and our representatives (including our authorised 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.

Any Questions?

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.