

Sporting Shooters Association of Australia (QLD)

Financial Services Guide

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

Sporting Shooters Association of Australia (QLD) Inc (**SSAA QLD**)

PO Box 2443
North Ipswich QLD 4305

Email: firearmsprotection@ssaaql.org.au

Telephone: 07 3281 3447

SSAA QLD 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: richard.briggs@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 SSAA QLD provides to you. SSAA QLD's Authorised Representative number is 1311941. Steadfast ART is also responsible for the content and distribution of this FSG. The distribution of this FSG by SSAA QLD is authorised by Steadfast ART.

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.

When you ask us to recommend a statement of protection for you, we will only consider the protections offered by Deporte Mutual Ltd ACN 666 791 877 (**Deporte 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 Deporte Mutual.

Product Disclosure Statement (PDS)

If we offer to arrange the issue of a protection to you, we will also provide you with access to, or pass on to you, a product disclosure statement (**PDS**), unless you already have an up-to-date PDS from Deporte 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 15 October 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>SSAA QLD is authorised to provide you with 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 Steadfast ART.</p> <p>SSAA QLD can only provide you with factual information about mutual risk products. If you want financial product advice, please contact Steadfast ART.</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 will retain this FSG and any other FSG given to you as well as any 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 risk protection, members must pay annual subscriptions and contributions, as set by Deporte Mutual. Applications for membership are determined at the absolute discretion of the board of Deporte Mutual.</p> <p>Payment for the services we provide you are payable directly to SSAA QLD. For each protection, Deporte Mutual will charge a contribution.</p>
How are any commissions, fees or other benefits calculated for providing the financial services?	<p>SSAA QLD does not receive any commissions, fees or other benefits.</p> <p>Our employees that will assist you with your protection needs will be paid a market salary.</p>
Do you have any relationships or associations with Deporte Mutual who issue the protection or any other material relationships?	<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>Deporte Mutual pays Steadfast Mutual Management Pty Ltd ACN 652 314 460, which is an authorised representative of Steadfast ART, 15% of member contributions as a fee, including for approving minor claims and providing finance services.</p> <p>Deporte Mutual pays Steadfast Claims Solutions Pty Ltd ACN 649 484 364 fees at market rates for claims management.</p>
What should I do if I have a complaint?	<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. <p>AFCA</p> <p>Phone: 1800 931 678</p> <p>Website: www.afca.org.au</p> <p>Email: info@afca.org.au</p> <p>Post: GPO Box 3, Melbourne VIC 3001</p>

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 SSAA QLD or Steadfast ART provides, please contact us.

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