
Financial Services Guide

Cipher Insurance

A Corporate Authorised Representative of Metrix Connect Pty Ltd



Financial Services Guide

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

Cipher Insurance Pty Ltd/as Cipher Insurance ABN 69 697 176 088 (Cipher Insurance)

Phone: 0485 694 613
Email: jack@cipherinsurance.com.au
Address: 42 Bayswater Road, Rushcutters Bay NSW 2011
Website: www.cipherinsurance.com.au

Cipher Insurance is a Corporate Authorised Representative (CAR Number 1321412) of

Metrix Connect Pty Ltd

Address: 6 Akuna Drive, Williamstown VIC 3016
Telephone: 03 9397 8000
Email: info@metrixconnect.com.au

Metrix Connect (ACN 635 286 136) holds a current Australian Financial Services Licence number 525491.

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:

- how we and others are paid.
- any potential conflict 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

From when does this FSG apply?

This FSG applies from 27 May, 2026 and remains valid unless a further FSG is issued to replace it.

Who is responsible for the financial services provided?

Metrix Connect is responsible for the financial services that we provide to you, or through you to your family members. Metrix Connect is also responsible for the content and distribution of this FSG. They have authorised our distribution of this FSG.

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, Cipher Insurance, are not independent, impartial, or unbiased pursuant to section 923A of the *Corporations Act* 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;
- We may be subject to direct or indirect restrictions relating to the financial products in respect of which personal advice is provided; and/or
- 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.



What kinds of financial services are you authorised to provide to me?

Cipher Insurance is authorised to advise and deal in general insurance products to wholesale and retail clients under Metrix Connect's Australian Financial Service Licence.

We will do this on your behalf as your broker unless we tell you otherwise.

How can I instruct you?

You can contact us to give us instructions by post, phone, or email using the contact details on page 1.

Information for retail clients

Under the *Corporations Act 2001 (Cth)*, retail clients are provided with additional protections.

A retail client is:

- an individual, a manufacturing business employing less than 100 people or any other business employing less than 20 people; and
- that are purchasing the following types of insurance policies: motor vehicle, home building, home contents, personal and domestic property, sickness/accident/travel, consumer credit or medical indemnity or any other kind of insurance prescribed in the *Corporations Act 2001*.

Product Disclosure Statement (PDS)

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 from the insurer. The PDS will contain information about the policy, which will enable you to make an informed decision about purchasing that product.

Statement of Advice (SOA)

If we provide you with personal advice, that is, advice which takes into account your objectives, financial situation and needs, you will be issued a SOA outlining the advice we have provided you, the basis of the advice and other information on our remuneration and any relevant associations or interests.

Will I receive tailored advice?

We may provide you with general advice only, which is advice that does not take into account all of your personal needs, objectives or financial situation. You should consider the appropriateness of this advice prior to acquiring any financial product.

We may need information about your personal objectives, details of your current financial situation or any relevant information so that they can arrange insurance policies for you. 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 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.

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.



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.

How will I pay for the services provided?

Payment for the services you are provided are payable directly to Metrix Connect.

For each insurance product, the insurer will charge a premium that includes any relevant taxes, duties, fees, and levies. Metrix Connect often receive a payment based on a percentage of this premium (excluding relevant taxes, duties, fees, and levies) called commission, which is paid to them by the insurers. The amount of commission varies depending on the insurer, ranging between 0% and 30%.

In some cases, you will also be charged a fee. This fee may be in lieu of or in addition to the commission paid by the insurer.

The fee, along with the premium, will be shown on the invoice that is issued to you. You can choose to pay by any of the payment methods set out in the invoice. You are required to pay Metrix Connect within the time set out on the invoice.

We will receive up to 92% of the commission that Metrix Connect receive and any fee you are charged.

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 your premium, it will be banked into a Metrix Connect trust account. Metrix Connect will retain the commission and fees from the premium you pay and remit the balance to the insurer in accordance with the arrangements they have with them. Metrix Connect will earn interest on the premium while it is in their trust account, or they may invest the premium and earn a return.

Premium Funding

If premium funding is arranged for you, Metrix Connect may be paid a commission by the premium funder. This is usually calculated as a percentage ranging between 0% and 4% of the funded premium (including government charges, levies and taxes). We may receive all or some of this commission from Metrix Connect.

We and/or Metrix Connect become entitled to this commission when you instruct us to arrange or issue a premium funding document. You can ask us what commission rates we are paid for a funding arrangement compared to other arrangements that were available to you.

Non-Monetary Remuneration

During the course of our business we may receive non-monetary remuneration from insurers, underwriters or other third parties. This may include, but is not limited to, access to technology platforms and IT support, education & training, event sponsorship and marketing assistance.

Employee Remuneration

Our employees are paid a market salary and may receive bonuses based on the overall performance of our business.



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

The commission Metrix Connect are paid is calculated based on the following formula:

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

In this formula:

X = Metrix Connect commission

Y% = the percentage commission paid by the insurer.

P = the amount you pay for any insurance policy (less any government fees or charges included in that amount).

Neither we nor Metrix Connect often pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer. If we or they do, the referrer is paid out of the commission or fees that we receive (not in addition to those amounts), in the range of 0% to 92% of our commission or fees.

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 to any insurer) will receive in relation to the policies that are the subject of the advice.

Do you have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?

Metrix Connect is a Steadfast Group Limited (Steadfast) Network Broker. As a Steadfast Network Broker, Metrix Connect 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.

Steadfast has arrangements with some insurers and premium funders (Partners) under which the Partners may pay Steadfast a fee to access strategic and technological support and the Steadfast Broker Network. Steadfast is also a shareholder of some Partners. You can obtain a copy of Steadfast's FSG at www.steadfast.com.au

Metrix Connect may have other relationships or associations that are relevant to the services we provide you. You can obtain a copy of Metrix Connect's FSG at www.metrixconnect.com.au

How is my privacy protected?

Metrix Connect maintains a record of your personal profile, including details of insurance policies that we arrange for you. They may also maintain records of any recommendations or advice given to you. They 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. If you wish to look at your file, we will arrange for you to do so.

We and Metrix Connect are committed to protecting your privacy and handle your personal information in accordance with the Australian Privacy Principles and the Privacy Act 1988 (Cth). A copy of the Metrix Connect privacy policy is available on request or on their website www.metrixconnect.com.au



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 for you quickly. You can contact Metrix Connect and tell them about your complaint instead if you wish.
2. If your complaint is not satisfactorily resolved within 15 business days, please contact the Metrix Connect Complaints team on:
Phone: +61 3 9397 8000
Email: complaints@metrixconnect.com.au
Post: 6 Akuna Drive, Williamstown VIC 3016
Metrix Connect will try to resolve your complaint quickly and fairly.
3. Metrix Connect 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. AFCA provides fair and independent financial services complaint resolution that is free to customers. The AFCA can be contacted at:
Phone: 1800 931 678
Email: info@afca.org.au
Post: GPO Box 3, Melbourne, VIC 3001
Website: www.afca.org.au

What arrangements are 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 representatives for claims made against us as a result of our conduct in the provision of financial services.

Metrix Connect hold their own PI policy that covers claims made against them.

Both PI policies cover claims relating to the conduct of former representatives and satisfy the requirements for compensation arrangements under section 912B of the Corporations Act.

Any questions?

If you have any further questions about the financial services Cipher Insurance or Metrix Connect provide, please contact us.

Please retain this document for your reference and any future dealings with Cipher Insurance or Metrix Connect.





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