

Financial Services Guide

Willis Australia Limited

14 December 2023

Lack of independence in relation to the provision of personal advice to retail clients

We are not independent, impartial or unbiased in the provision of personal advice to retail clients. This is because in certain cases a conflict of interest arises i.e. circumstances where some or all of our retail clients' interests are inconsistent, or diverge from, some or all of our interests. This may happen where:

- we may receive remuneration or other gifts or benefits from:
 - the issuer of the products retail clients buy (e.g. brokerage that we retain); or
 - other third parties for related services provided in connection with the personal advice service (premium funding, claims or loss adjusting or reinsurance services),which may reasonably be expected to influence the personal advice provided to our retail clients;
- we may be subject to direct or indirect restrictions relating to the financial products in respect of which personal advice is provided; and
- we have associations or relationships with issuers of financial products and others that might reasonably be expected to influence the personal advice provided to retail clients (as covered in this FSG).

However, it is important to note that when providing personal advice we are required under the Corporations Act 2001 to always act in our clients' best interests. We also have procedures for the proper management of conflicts of interests as covered in this FSG.

Introduction

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use any of the financial services, provided by Willis Australia Limited, ABN 90 000 321 237, AFSL 240600 (**WTW**) that are described in this FSG.

This FSG contains information on:

- The services we are authorised to provide to you
- Our remuneration
- Our internal and external dispute resolution procedures
- Other important information.

Other documents you may receive from us

STATEMENT OF ADVICE (SOA)

If you are an individual or small business and purchase retail or personal insurance, we may provide you with personal advice that takes into account your personal needs, objectives or financial situation. If you receive personal advice, we will provide you with a Statement of Advice (SoA) which will contain our advice, the basis of our advice, any commission, fees and any other benefits, where possible, in actual dollar amounts, and any associations we have with Insurers or other parties which may have influenced the advice provided. We will give you this SoA before we proceed to act on your instructions.

PRODUCT DISCLOSURE STATEMENT

If you are an individual or small business and purchase retail or personal insurance, where required, we will give you a Product Disclosure Statement (PDS) when recommending to you a particular insurance product. The PDS is prepared by the Insurer and contains information about the product recommended, to help you make a more informed decision about whether or not to purchase the product.

Who is WTW?

WTW is a general insurance intermediary, and our ultimate parent is Willis Towers Watson PLC, a company incorporated in the Republic of Ireland and listed on NASDAQ.

WTW is a member of the National Insurance Brokers Association (NIBA) and is bound by the Insurance Brokers Code of Practice (Code). The Code sets out standards of conduct for insurance brokers to follow when dealing with clients. The Code is available from the NIBA website at www.niba.com.au.

What financial services are we authorised to provide?

WTW has an Australian Financial Services Licence and the number is 240600. This licence allows us to provide advice on and deal in general insurance products, investment life insurance products, life risk insurance products, interests in owned managed investment schemes as an insurance broker, superannuation and miscellaneous financial risk products limited to mutual risk products, to retail and wholesale clients.

What are our services?

Where we act as your insurance broker, we will discuss with you your insurance requirements, including the scope of cover and limits to be sought, and cost. Upon receipt of your instructions, whether written or oral, we will endeavour to satisfy your insurance requirements.

During the course of the placement of your insurance we will keep you informed of the progress of our negotiations and identify any inability to obtain coverage sought by you.

We will use reasonable endeavours to implement your insurance programme, subject to available insurers, before the intended date of inception, renewal or extension of cover (whichever is appropriate).

We will provide you with information about the insurance cover that we will advise and recommend to you to enable you to decide whether to accept the insurance cover available. We will answer any questions you may have about the available cover, its benefits, restrictions, exclusions and conditions.

We do not offer advice in relation to tax, accounting, regulatory or legal matters. You should take separate advice as you consider necessary regarding such matters.

How can you instruct us about your insurance?

You may instruct us about your insurance by telephone or in person, by fax or email, or by other means as we agree with you.

Who do we act for?

As an insurance broker we normally act for you as your agent. We will tell you if we are not acting for you in providing any of the financial services.

For example, for some insurance products, insurers grant us a binding authority or similar facility to accept business on their behalf. When we place your insurance under a binding authority or similar facility, we act for you when we provide you with advice or a product recommendation, but we act for the insurer when we issue the insurance contract.

We may also be granted an authority by insurers, for example under a binding authority, to settle claims on your insurance. We act for the insurer when we settle claims within the terms and conditions of the authority granted. It is our policy to refer claims to insurers for settlement decision where we are not able to settle the claims on a 100% basis.

What if we have a conflict of interest?

Circumstances may arise where we may find we have a conflict of interest in, or otherwise have a material interest in or related to, a matter in which we are acting. For example, we may be asked to act on behalf of any insurer in the appointment of a loss adjuster; or, we may find that the interests of two of the clients for whom we act, conflict.

We have conflict management procedures and we seek to avoid conflicts of interest but where a conflict is unavoidable we will explain the position fully and manage the situation in such a way as to avoid prejudice to any party.

The insurance market is complex and there could be other relationships not described here which might create conflicts of interest. Whatever the circumstances, we will act in your best interests and, if a conflict arises for which there is no practicable solution, we will withdraw unless you wish us to continue to act for you and provide us with your written consent to that effect.

What are our Professional Indemnity provisions?

WTW has Professional Indemnity cover in place which satisfies the requirements for compensation arrangements under section 912B of the *Corporations Act 2001*. Subject to the terms and conditions, this includes coverage for existing

and former employees for insurance services conducted as employees of WTW.

What should you do if you have a complaint?

WTW has a formal complaints procedure. Should you have a complaint please contact your WTW client advocate in the first instance.

Alternatively, you may contact our Complaints Officer:

T: (02) 9285 4000

E: compliancequeries.au@willistowerswatson.com

We will acknowledge your complaint within one business day of receipt and advise you who the prime contact for handling your complaint is. We aim to resolve complaints within 30 days of receipt but if your complaint is complex and may take more than 30 days to resolve, we will keep you informed on the progress and when we expect to provide our final response.

We are a member of the Australian Financial Complaints Authority (AFCA), an external dispute resolution facility. If an issue has not been resolved to your satisfaction, you can lodge a complaint with AFCA. AFCA provides independent financial services complaint resolution that is free to consumers.

W: www.afca.org.au

E: info@afca.org.au

T: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

You can also contact WTW to comment upon our service at <https://www.wtwco.com/en-AU/Contact-Us>

What about Privacy?

We respect your privacy and are committed to protecting your personal information. Our Privacy Policy explains how WTW collects, uses and discloses the personal information you provide and what WTW expects of you in this regard.

By proceeding to deal with us, you confirm on your behalf and/or on behalf of those you represent, agreement to the collection, use and disclosure of personal information described within our Privacy Policy.

Please contact your WTW client advocate or local WTW office or visit our website for a copy of our Privacy Policy.

<https://www.wtwco.com/en-au>

What is your Duty of Disclosure?

In order to make our business relationship work, you must provide complete and accurate information and instructions in a timely manner, so that we can assist you fully.

Please bear in mind that there is no duty on insurers to make enquiries of you. You have a duty to disclose to the insurer before a contract of insurance is entered into, every matter that is known to you that is relevant to the decision of the insurer whether to accept the risk.

Failure to comply with your duty of disclosure may allow insurers to avoid liability for a particular claim or to void the policy. This duty of disclosure applies equally on taking out new insurance policies and on renewal or any change (variation, extension or endorsement) to your policies. We

will not be responsible for any consequences which may arise from any delayed, inaccurate or incomplete information.

What if there is a change in your circumstances?

You must advise us as soon as reasonably practicable of any changes in your circumstances that may affect the services to be provided by us or the cover provided under your insurance policy. We may need to give you advice as to the suitability of the insurance for your changed circumstances to ensure it remains appropriate for your needs, objectives and financial situation.

How do you pay for our services?

Our remuneration will be either brokerage, which is a percentage of the insurance premium paid by you and allowed to us by the insurer with whom the insurance contract is placed, a fee as agreed with you, or a combination of fee and brokerage depending on your program and the various businesses within the WTW Group of Companies that provide services to you.

Some commissions earned by us on a policy may be refunded if the policy in question is cancelled within twelve months of inception.

A policy administration fee (on a per invoice basis) may also apply. We will advise you of the amount of the policy administration fee when we provide you with the insurance quote.

The range of brokerage we earn on the general insurance products we place will vary depending on the product purchased but will generally range from 0% to a maximum of 35% for certain products.

The table below sets out information about the range of fees and commissions we are likely to charge for the life insurance and superannuation fund consulting services we may provide you:

Service	Fees
Group Life Insurance Products	As agreed with you in advance of provision of the service OR where no prior agreement, up to 30% of insurer premium each year
Retail Life Insurance Products	As agreed with you in advance of provision of the service
Superannuation Fund Consulting Services	By fixed fee as agreed with you

You can request further particulars in relation to the remuneration we receive.

What remuneration is received by our Employees?

Our employees receive an annual salary that may include discretionary annual bonuses based on pre-determined business performance criteria such as client service standards and business profitability. They may also from time

to time be eligible to receive incentives or bonuses based on business retention or generation. In addition, employees may be eligible to participate in any WTW share plan that may be offered on a discretionary basis from time to time.

Our Health & Benefits business employees may not accept benefits from insurers in excess of \$300 in value.

These benefits may include entertainment at sporting events, hospitality, including lunches and attendance at insurer sponsored functions. It is not possible to determine in advance what, if any, non-monetary benefit a representative may receive and these benefits are not generally attributed to any particular product.

What other remuneration do we receive?

INSURERS

We may have contracts or other arrangements with various insurers pursuant to which we provide certain services, such as performing risk management surveys or those under binding authorities and delegated claims settlement arrangements (for example, providing statements of the business accepted, issuing certificates of insurance cover or settling claims on behalf of insurers). Under these arrangements we may be paid by the insurers for the services provided to them in addition to any brokerage we may receive for placing your insurance cover.

PREMIUM FUNDING

You may also choose to use a Premium Funding Finance company (Funder) in connection with the insurance we place for you. The details of your premium funding arrangement will be set out in your separate agreement with the Funder. We will receive a commission of between 0% to 4% of the amount of funding provided to you. We may receive a fee in respect of specific services we provide to the Funder. Please ensure you review the agreement with the Funder, including the remuneration arrangements before making a final decision to use the Funder.

INTEREST

In the ordinary course of business we may also receive interest on client and insurer monies from the date when we receive funds until we settle with those due to receive them. We confirm that we shall retain that interest rather than pay it to you or the insurer (as the case may be).

REFERRALS

If you are an individual or small business and purchase retail or personal insurance and you have been referred to us by someone else, we may pay the referrer a share of our fee or brokerage in relation to that referral, generally ranging from a minimum of 1% to a maximum of 50%.

What association do we have with Related Service Providers?

When arranging cover for you, we may recommend that you use the services of Richard Oliver Underwriting Managers Pty Limited, AFSL Licence Number 238334 (ROUM), a member of WTW Group of Companies.

WTW may receive brokerage from this company if one of their insurance products is purchased, generally ranging from a minimum of 0% to a maximum of 35%.

ROOM may act for insurers with whom your risks are insured in the placement and administration of the insurer's risks. These activities are separate contracts subject to their own terms and conditions including those relating to remuneration, between the insurer and ROOM.

REFERRALS

It may, at times, be appropriate (and for your benefit) for us to use other parties such as wholesale brokers, excess and surplus lines brokers, underwriter managers, managing general agents or reinsurance intermediaries. These parties may also earn and retain commissions for their role in providing products and services for you. If any such parties are part of WTW Group of Companies, we will disclose the form of compensation they will earn before insurance is purchased.

What other Remuneration arrangements are there within WTW Group of Companies?

PLACEMENT-SPECIFIC MARKET-DERIVED INCOME

We or other companies within WTW Group of Companies have contracts with various insurers under which WTW Group of Companies provides certain services, such as those under binding authorities, managing general agency and line slip arrangements (for example, providing statements of the business accepted and the issuance of certificates of insurance cover).

WTW Group of Companies may also provide reinsurance broking services for insurers. We may also enter into service agreements with certain insurers in order to assist the development of insurance products for our clients.

Under these arrangements WTW Group of Companies may be paid by the insurers for the services we provide to them in addition to any fees or commissions WTW Group of Companies may receive from you for placing your insurance cover.

CONTINGENT COMPENSATION

WTW Group of Companies may accept certain forms of contingent compensation in locations where they are legally permissible and meet standards and controls to address conflicts of interest. Because insurers account for contingent payments when developing general pricing, the price our clients pay for their policies is not affected whether WTW Group of Companies accepts contingent payments or not. If a client of WTW Group of Companies prefers that we not accept contingent compensation related to their account, we will request that the client's insurer(s) exclude that client's business from their contingent payment calculations.

GLOBAL360 FACILITY – GLOBAL SPECIALITIES CLIENTS ONLY

WTW Group of Companies has developed a facility for business placed through our London Global Specialities businesses called Global360, which offers underwriting capacity for specialised risks and under which WTW Group of Companies provides a range of services to participating insurers. A separate fee is paid by such insurers for the

delivery of these services to them. This fee is calculated within a range, depending on the scale of services provided, further details of which we will identify to you prior to placement. Insurers have agreed that they will bear this fee as part of their operating costs and not to increase premiums directly payable by WTW Group of Companies' clients.

FINMAR – FINEX PLACEMENTS

A separate Business Unit within WTW Group of Companies, FINMAR Market Services, provides a wide range of services direct to certain insurers that place business for FINEX clients globally. A separate fee is paid to FINMAR Market Services by insurers for the delivery of these services to them. This fee is calculated within a range of 3.125% and 5.25% (plus applicable tax) of the overall premiums placed depending on the scale of services provided. Insurers have agreed that they will bear this fee as part of their operating costs and not to increase premiums directly payable by WTW Group of Companies' clients.

PANELS

WTW Group of Companies develops panels of insurers in certain market segments. Participating insurers are reviewed on a variety of factors. Commission rates on panel placements may be higher than rates paid on business placed outside of the panel process. WTW Group of Companies discloses its commission rates to clients on quotes obtained through the panel process prior to binding the coverage. In some instances, insurers pay an administration fee to participate in the panel process. Your WTW broker will provide you with additional information on WTW Group of Companies Panels upon request.

BROKERAGE ON FEE BUSINESS

In some territories outside of North America, WTW Group of Companies obtains brokerage on business where our client pays us a fee. Our intention is to seek remuneration for work that WTW Group of Companies carries out for all parties in the insurance transaction but for which WTW Group of Companies is not otherwise sufficiently compensated. Some examples of this are the vastly-increased cost of regulation, distribution and infrastructure costs. This brokerage that WTW Group of Companies receives is a set percentage and is not contingent on achieving any level of growth, retention or profit on the business concerned. You can choose to exclude your placements from being included in any of these carrier agreements.

SUBSCRIPTION MARKET BROKERAGE

WTW Group of Companies adds Subscription Market Brokerage in some of its core specialty businesses that place business into the subscription markets, predominantly in London. The principles underlying this Subscription Market Brokerage program include the following:

- WTW Group of Companies is required to handle increased infrastructure costs such as those arising from presentations to and negotiations with multiple entities in the subscription market;
- WTW Group of Companies performs additional administrative, regulatory, accounting and support functions in order to complete subscription market placements. These functions benefit our clients and insurers; and
- Working groups of insurers in the subscription market recognize these additional costs and agree that a

negotiated percentage of the premium to account for these costs is appropriate and helps assure competitive access to that market.

WTW Group of Companies believes that the best way to defray the cost of these functions is through this brokerage. We will disclose the receipt of Subscription Market Brokerage to you.

FACILITY ADMINISTRATION CHARGES AND PROFIT COMMISSIONS

WTW Group of Companies operates a number of “facilities” (Binders, Lineslips, Programs, Managing General Agents (MGAs) and Arrangements) under which we undertake a number of tasks. Some of those tasks are purely for the benefit of our clients, others are services that an insurer would be expected to perform.

Our remuneration may reflect this multi-beneficiary approach with what is known as a facility administration charge that covers the cost of these activities. A facility administration charge is additional to the fee or brokerage that WTW Group of Companies receives for placement and other services to clients. We will disclose any such charges to you. These facilities typically apply to straightforward, small business lines or specialist product areas, for example, commercial combined, motor, personal lines, personal accident and terrorism. The type of business written in these facilities tends to be high-volume, low-premium business that would not be viable for insurers to write individually on the open market. By grouping this business together, clients enjoy the benefits of a broad product, suited to their needs and the cost savings of collective buying power. In a very limited number of cases a portion of our remuneration may be driven by the underwriting profitability of the facility. There is a potential for us to earn such “profit commissions”, but, because this business is grouped together, it is not possible to determine the extent to which the profitability of a book is affected by any single client.

Contact WTW

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Angel Place, Level 16
Sydney, New South Wales 2000
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This FSG is also available on our website:
wtwco.com.au

About WTW

At WTW (NASDAQ: WTW), we provide data-driven, insight-led solutions in the areas of people, risk and capital. Leveraging the global view and local expertise of our colleagues serving 140 countries and markets, we help you sharpen your strategy, enhance organisational resilience, motivate your workforce and maximise performance. Working shoulder to shoulder with you, we uncover opportunities for sustainable success – and provide perspective that moves you.

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General Terms of Business Agreement

Willis Australia Limited
ABN 90 000 321 237

14 December 2023

Scope and Application

The purpose of this document is to describe our professional relationship and the services we will provide to you (except for services, if any, which we are providing under the terms of a separate written agreement executed by you and us).

Your direction to bind coverage and/or your payment related to your insurance placement will be deemed your signed, written agreement to be bound by the provisions of this document.

In this document “WTW”, “Willis Towers Watson”, “we”, “us” and “our” means Willis Australia Limited. Also, insurance includes reinsurance and insurers includes reinsurers.

You should read this document carefully for as well as setting out the terms of our relationship it contains details of our regulatory and statutory responsibilities.

We particularly draw your attention to the following sections:

- Your Responsibilities
- Our Remuneration
- Client Money Disclosures
- Conflicts of Interest
- Complaints.

This document takes effect from 14 December 2023 or whenever it is received (whichever is the later) and supersedes any terms of business agreement that may have been previously sent to you by us.

You should contact us if there is anything in this document which you do not understand or with which you disagree.

Introduction and Status Disclosure

Willis Australia Limited is a general insurance intermediary authorised to provide financial services in Australia by the Australian Securities and Investments Commission under Australian Financial Services Licence Number 240600.

Our ultimate parent is Willis Towers Watson PLC, a company incorporated in the Republic of Ireland and listed on NASDAQ.

We are a leading insurance intermediary and risk management consultancy and offer transactional and/or advisory services for your insurance requirements over a wide range of general insurance products.

We are committed to acting in your best interests at all times in providing services to you.

As an insurance intermediary, we normally act for you, and we recommend and arrange insurance with one or more insurers selected from a limited range or a pre-determined panel of insurers, according to the nature of the product required. However, we sometimes act as an agent of insurers in relation to the coverage proposed, or insurers may have outsourced to us certain work related to the administration of your contract. We will disclose to you where we act as agent of insurers or provide services to insurers when providing you with information on the coverage proposed.

Generally we act as agent of insurers when insurers have granted us a binding authority or managing general agency, which enables us to accept business on their behalf and immediately provide coverage for a risk. Further, we may arrange lineslips, which enable an insurer to bind business for itself and other insurers and we may manage these lineslips for such insurers. We may place your insurance business under a binding authority, managing general agency, lineslip or similar facility where we reasonably consider these match your insurance requirements/ instructions. We shall inform you whenever we bind your insurance risk under a facility.

We do not offer advice in relation to tax, accounting, regulatory or legal matters (including sanctions) and you should take separate advice as you consider necessary regarding such matters.

Core Services Provided

NEGOTIATION AND PLACING

We will discuss with you or your representatives your insurance requirements, including the scope of cover sought, limits to be sought and cost. Upon receipt of your instructions, whether written or oral, we will endeavour to satisfy your insurance requirements.

We will provide you with information about the insurance cover we recommend to you to enable you to decide whether to accept the insurance cover available. We will advise on market structures available to meet your demands and needs and, where appropriate, the relative merits of a single insurer or a multiple insurer placement.

As your insurance intermediary we will answer any questions you may have on the proposed cover, its benefits, placement structure, restrictions, exclusions and conditions. You will be responsible for reviewing information on the insurance coverage recommended to you. If the coverage and terms do not accord with your instructions you should advise us immediately. We shall automatically provide you with details of all the insurer quotations we recommend.

During the course of the placement of your insurance we will endeavour to keep you informed of the progress of our negotiations and identify any inability to obtain the coverage sought by you. We will use reasonable endeavours to implement your insurance programme, subject to available insurers, before the intended date of inception, renewal or extension of cover (whichever is appropriate).

You are responsible for reviewing the documentation we send you confirming that you have coverage with insurers to ensure that it is in accordance with your instructions. If you have any questions about the coverage, limits or other terms and conditions, or concerns that we have not implemented your instructions correctly, please contact us immediately.

Further, you should review the insurance premium payment terms we advise you. All premium payment terms must be met on time or your insurers may have the right to effect a notice of cancellation for non-payment of premium. We shall also advise of any charges additional to the insurance premium.

We will forward any contract documents, if applicable, and any amendments or endorsements to your contract as soon as reasonably practicable.

ELECTRONIC TRADING FACILITIES

For some markets and some types of risk, electronic trading facilities are available for both the placing and administration (including claims handling) of cover placed on your behalf. Generally speaking, for us to use such facilities, we are obliged to agree the terms and conditions required by the electronic facility provider, as are all users of the system. Agreement by us of such terms will also bind any client on whose behalf we are acting when using such a facility. It is sometimes the case that such terms and conditions alter the usual legal position as to ownership and permitted usage of information and documents submitted to or generated by the facility. Please speak to your WTW Account Executive for further information as to whether any such electronic facilities are used on your behalf in placing or administering your business.

INSURERS

We assess the financial soundness of the proposed insurers we recommend for your requirements using public information including that produced by recognised rating agencies.

However, we will not in any circumstances act as an insurer nor will we guarantee or otherwise warrant the solvency of any insurer. As a consequence the suitability of any insurer rests with you and we will discuss with you any concerns you may have.

If requested, we will make available to you factual analysis prepared by the WTW Market Security Department in respect of insurers proposed to be used for your requirements. Further, we can consider market security enquiries on an ad hoc basis which may be subject to the agreement of additional remuneration.

We also produce the WTW Quality Index ("WQI"), an index through which we capture, analyse and score many insurers based on a wide range of service attributes. We will make available WQI scores relating to your placement to you on request.

CLAIMS

We will provide claims handling services for the period of our appointment. These services can be continued beyond that point by mutual agreement but will be subject to additional remuneration. Our claims handling services include, upon receiving the required information from you, the notification of the claim or circumstances to insurers, the communication of reports and correspondence in connection with the claim between appropriate parties, and arranging the collection and/or settlement of the claim in accordance with market practice and the terms and conditions of your contract. Our claim handling services will not be provided in the event that claims are to be dealt with by you with insurers directly and furthermore, unless agreed otherwise, our claims handling services do not include the services provided by our insurance claims advocates (see below). We may use third party claims handling services, however, where we intend to do so we shall inform you prior to the inception of the insurance contract.

Where claims are not straightforward or where the complexities of cover or the technical nature of the subject matter cause difficulty in progressing a claim, we have a team of insurance claims advocates who are experienced in negotiating difficult or complex claims, and managing the settlement process. If you wish to avail yourself of the services of our insurance claims advocates, please note that we reserve the right to charge additional remuneration.

Where we collect claims payments these will be remitted to you as quickly as possible. However, we will not remit claims monies to you before we have received them from insurers. We advise that we may be granted authority by insurers, for example under a binding authority, managing general agency or a lineslip agreement, to settle claims on your insurance. We settle such claims made within the terms and conditions of the authority granted and your contract. It is our policy to refer claims to insurers for settlement decision where we are not able to settle the claim on a 100% basis. Further, if there is a conflict of interest we shall manage it in accordance with our conflicts policy – see Conflicts of Interest below.

Additional Services

If requested, available and appropriate we may agree to provide you with a number of additional services which fall outside our core service provision. Such services, whether or not they are listed in any Client Service Plan, may be subject to the agreement of additional remuneration.

Electronic Communications

We may communicate with each other, and with other parties with whom we need to communicate in order to provide services to you, by electronic mail, sometimes attaching further electronic data. By engaging in this method of communication we and you accept the inherent risks (including the security risks of interception of or unauthorised access to such communications, the risks of corruption of such communications and the risks of viruses or other harmful devices).

Notwithstanding that we have reasonable virus checking procedures on our system, you will be responsible for virus checking all electronic communications sent to you. You will also be responsible for checking that messages received are complete. In the event of a dispute neither of us will challenge the legal evidential standing of an electronic document and the WTW system shall be deemed the definitive record of electronic communications and documentation.

You should also be aware that WTW's systems security devices block certain file extensions, including but not limited to: .rar, .text, .vbs, .mpeg, .mp3, .cmd, .cpl, .wav, .exe, .bat, .scr, .mpq, .avi, .com, .pif, .wma, .mpa, and .mpg. Emails attaching such files will not get through to us and no message will be sent to tell you they have been blocked.

Our Remuneration

Our remuneration for the services we provide you will be either brokerage, which is a percentage of the insurance premium paid by you and allowed to us by the insurer with whom your insurance contract is placed, or a fee as agreed with you. If appropriate, and with your consent, we may receive a fee and brokerage.

Brokerage and fees are ordinarily earned for the period of the contract at inception, and unless otherwise agreed with you, we will retain all fees and brokerage in respect of the full period of the contract in relation to contracts placed by us including in circumstances where your insurance contract has been terminated and your insurers have returned prorated net premium. Consistent with long-established market practice, we will deduct our brokerage and other commissions from the premium once received.

We shall disclose the form of compensation we will earn before insurance is purchased.

It may, at times, be appropriate (and for your benefit) for us to use other parties such as wholesale brokers, excess and surplus lines brokers, underwriting managers, managing general agents or reinsurance intermediaries.

These parties may also earn and retain commissions for their role in providing products and services for you. If any such parties are subsidiaries of Willis Towers Watson PLC, we will disclose the form of compensation they will earn before insurance is purchased.

You may also choose to use a premium finance company or other service provider in connection with the insurance we place for you or the services we provide. If we receive any remuneration from any such service provider by reason of your use of their service, we will disclose to you the amount of that remuneration before you make a final decision to use that service provider.

In the ordinary course of business we may also receive interest on client and insurer monies from the date we receive the funds until we settle to those due to receive them. We confirm that we shall retain that interest rather than pay it to you or the insurer (as the case may be).

Additional Charges

We reserve the right to charge you for certain administrative services we undertake on your behalf, including but not limited to:

- i. For the issue of a hard copy of our invoice to you
- ii. For any reminder letters we send you
- iii. The production and printing of insurance certificates
- iv. The issue of our own policies of insurance.

The cost of these services will be notified to you annually.

Placement-Specific Market-Derived Income

We or other subsidiaries of Willis Towers Watson PLC have contracts with various insurers under which we provide certain services, such as those under binding authorities, managing general agency and lineslip arrangements (for example, providing statements of the business accepted and the issuance of certificates of insurance cover).

We may also provide reinsurance broking services for insurers. We may also enter into service agreements with certain insurers in order to assist the development of insurance products for our clients.

Under these arrangements we may be paid by the insurers for the services we provide to them in addition to any fees or commissions we may receive from you for placing your insurance cover. These arrangements are detailed further in the attached "**Market-Derived Income**" addendum.

CONTINGENT COMPENSATION

WTW may accept certain forms of contingent compensation in locations where they are legally permissible, and meet standards and controls to address conflicts of interest. Because insurers account for contingent payments when developing general pricing, the price our clients pay for their policies is not affected whether WTW accepts contingent payments or not. If a WTW client prefers that we not accept contingent compensation related to their account, we will request that the client's insurer(s) exclude that client's business from their contingent payment calculations.

Limit of Liability

WTW's and/or its affiliates' aggregate liability for breach of contract, negligence, breach of statutory duty or other claim arising out of or in connection with this Agreement or the services provided hereunder shall be limited as follows:

- i. In respect of personal injury or death caused by WTW's negligence, no limit shall apply;
- ii. In respect of any fraudulent acts (including theft or conversion) or wilful default by WTW, no limit shall apply;
- iii. In respect of other claims, the total aggregate liability of WTW shall be limited to the sum of AUD \$10 million; and
- iv. Subject to clauses (i) and (ii) above, in respect of the following losses: loss of revenue; loss of opportunity; loss of reputation; loss of profits; loss of anticipated savings; increased costs of doing business; or any other indirect or consequential loss, WTW will have no liability in any circumstances.

Your Responsibilities

PROPOSAL FORMS

For certain classes of insurance you may be required to complete a proposal form or similar document. We will provide guidance but we are not able to complete the document for you.

DISCLOSURE OF INFORMATION

Our objective is to obtain the best product we can identify in order to meet your insurance needs. In order to make our business relationship work, you must provide complete and accurate information and instructions in a timely manner, so that we can assist you fully. Please bear in mind that insurers are not always obliged to make enquiries of you. You have a duty to tell us and your 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. This includes all material facts, including all information material to the coverage requirements or which might influence insurers in deciding to accept your business, finalising the terms to apply and / or the cost of cover. You must respond fully and frankly to any requests made by insurers. You do not need to tell us anything that reduces the risk insured, or is common knowledge, or the insurer knows or should know as an insurer, or the insurer waives your duty to tell them about.

Failure to make appropriate disclosure of material facts may allow insurers to avoid liability for a particular claim or to void the contract. Where applicable, this duty of disclosure applies up until the insurer agrees to insure you and equally at renewal of the contracts and on taking out new insurance contracts. We will not be responsible for any consequences which may arise from any delayed, inaccurate or incomplete information, or any misrepresentation made by you (or your employees or their dependants).

Please discuss with us if you have any doubts about what is material or have any concerns that we may not have material information, or have any doubt about what the applicable duty of disclosure is.

CHOICE OF INSURERS

If you have any concerns with any insurers chosen for your insurance requirements you must advise us as soon as possible.

YOUR INSURANCE CONTRACT

Although we will check the contract documents we send you, you are responsible for reviewing your contract to ensure that it accurately reflects the cover, conditions, limits and other terms that you require. Particular attention should be paid to any contract conditions, warranties and the claims notification provisions as failure to comply may invalidate your coverage. If there are any discrepancies you should consult us immediately.

CLAIMS

It is generally the case that claims may become unenforceable by way of legal proceedings (or in some jurisdictions, completely extinguished) if they are not pursued by legal proceedings commenced within the relevant limitation period applying to your claim in the jurisdiction in question. As we are not lawyers, we do not advise on the legal implications of failure to collect and we will not commence legal proceedings or enter into standstill/tolling agreements in order to suspend the application of relevant limitation periods on your behalf. On these issues we recommend you take your own legal advice. It therefore remains your responsibility to monitor the position on limitation periods applying to your claims and to commence legal proceedings in relation to your claims where this is necessary.

Therefore, please carefully consider any claims reporting instructions we provide to you because failure to report a claim in a proper and timely manner may jeopardise coverage of the claim. In addition, you should retain copies of all insurance contracts and coverage documents as well as claims reporting instructions, as you may need to report claims after the termination of a contract, perhaps long after its expiry date. It is important, therefore, that you keep your contract documents in a safe place.

CHANGE IN CIRCUMSTANCES

You must advise us as soon as reasonably practicable of any changes in your circumstances that may affect the services to be provided by us or the cover provided under your insurance contract.

PROVISION OF INFORMATION

All activities undertaken by us as outlined in this document are provided by us for your exclusive use and all data, recommendations, proposals, reports and other information provided by us in connection with our services are for your sole use. You agree not to permit access by any third party to this information without our express written permission. We reserve our right to take action to protect proprietary information.

PAYMENT OF PREMIUM

You will provide settlement with cleared funds of all monies due in accordance with the payment date(s) specified in our debit note or other relevant payment documentation ("**Payment Date**"). Failure to meet the Payment Date may lead to insurers cancelling your contract, particularly where payment is a condition or warranty of a contract. It is

imperative that you meet all payment dates. We are under no obligation to pay premium to insurers on your behalf.

Client Money Disclosures

We do not pay premium to insurers on your behalf until we have received it from you, nor will we pay claims or other monies due to you before they have been received from insurers (or other relevant third parties). However, in the event that we make any payment on your behalf or make any payment to you prior to our being in receipt of relevant funds from either yourself, insurers or other third parties, we shall be entitled, without prejudice to any other remedy available, to recover that amount by way of deducting that sum from any amount due to you, whether on the insurance upon which we have made payment to you or on your behalf, or on any other insurance we handle for you.

We will treat any balances held by us for you in accordance with our practices. This means that client money will be held separately from our own money. Please note that your money may be transferred to another person or party in another jurisdiction (such as another insurance intermediary or another subsidiary of Willis Towers Watson PLC) where such transfer is required in order to carry out services for you.

WTW may set-off or deduct, from any moneys payable by WTW to any other party to this Agreement, any amounts which are payable by that other party to WTW (whether under this Agreement or otherwise).

DATA PROTECTION AND CONFIDENTIALITY

We will at all times treat all confidential information we hold about you as private and confidential and protect it in the same way we would protect our own confidential information. We will not disclose any confidential information we hold about you to others without your prior consent except: (i) to the extent we are required to do so by law or a regulator; (ii) to insurers, surveyors, loss adjustors, IT service providers, administrative support service providers, and other like persons to the extent necessary to provide our services to you in a timely manner; (iii) to loss assessors, lawyers, and other like persons to the extent necessary to enable such third parties to provide information or services you have requested; (iv) to premium finance companies to the extent necessary to enable them to provide you with greater choice in making premium payments; and (v) to other subsidiaries of Willis Towers Watson PLC to the extent necessary to facilitate the effective management, administration, or operation of those businesses.

By way of exception to the foregoing, you agree that we may:

- (i) use any information you provide to create anonymised industry or sector-wide statistics which may be shared with third parties, on the condition that unless we have obtained your consent, information specific to you will not be revealed other than on an anonymised basis and as part of an industry or sector-wide comparison; and
- (ii) share information concerning your insurance arrangement with insurers where this is necessary to enable insurers to decide whether to participate in any arrangement made by WTW whereby participating insurers agree to automatically insure (wholly or partly) a portfolio of risks without making underwriting decisions on a case by case basis for individual risks within such portfolio. Remuneration WTW receives for administering

such arrangement (also known as “Facility”) is described in the Market Derived Income addendum.

- (iii) collect and use your risk, loss, reserve and claims data in the creation, marketing and commercial exploitation of loss databases, analytical or statistical reports, models and tools, (re)insurance and capital markets products, (any of which may or may not be used in the Services provided to you or in services provided to third parties);
- (iv) use any information you provide, without further notice to you, for the purpose of: (1) prospecting facultative reinsurance business from prospective insurer clients; (2) placing facultative reinsurance on behalf of our insurer clients; (3) marketing facultative reinsurance with prospective reinsurers on behalf of our insurer clients. Because WTW provides these services on behalf of our insurer clients we will receive remuneration from our insurer clients in the ordinary course of placing and servicing such reinsurance.

If you provide us with any information which constitutes ‘personal information’ or ‘sensitive information’ under the Privacy Act 1988, we will treat such information at all times in accordance with the Privacy Act 1988, and you agree that we may handle such information in accordance with our Privacy Policy, which is available online at <https://www.wtwco.com/en-AU/Notices/privacy-policy-australia>, or upon request.

You agree that you will not provide any information which constitutes ‘personal information’ or ‘sensitive information’ under the Privacy Act 1988, unless you have ensured that you have obtained all necessary consents and provided any required notices, or that you are otherwise permitted to provide under the Privacy Act 1988, so that such information you provide to us can be lawfully used or disclosed in the manner and for the purposes anticipated by this Agreement. You will also ensure that any such information you do provide to us is relevant for such purposes, and is reliable for its intended use, accurate, complete and current.

ETHICAL BUSINESS PRACTICE

We do not tolerate unethical behaviour either in our own activities or in those with whom we seek to do business. We will comply with all applicable laws, rules, regulations and accounting standards.

MODERN SLAVERY

WTW will take all necessary steps to comply with the requirements of the Modern Slavery Act 2018 (Cth)(Australia).

SANCTIONS

The sanctions profile of different business(es) may differ on the basis of a number of complex factors, which may include, ownership, structure, control, location, the nationality of employees. We are unable in any circumstances to give advice on the applicability of sanctions regimes either to you or to insurers nor can we guarantee or otherwise warrant the position of any insurer under existing or future sanctions regimes. As a consequence you are reminded that applicable sanctions remain a matter for you and you should take such legal advice as you deem appropriate in this regard. You should inform us of any insurance requirements you have which touch upon or are linked to sanctioned territories.

We will comply with all applicable sanctions regimes and legislation (whether currently existing or implemented in the future) and you are advised that where obliged by applicable sanctions legislation we may have to take certain actions

which include but may not be limited to the freezing of funds held on behalf of parties and individuals caught under applicable sanctions. We cannot be held responsible for the actions of third parties (including but not limited to banks and exchange institutions) who may have their own sanctions policy restrictions and constraints.

The applicability of Export Control legislation to certain transactions may differ on the basis of a number of complex factors and our obligations may be different from yours depending on the nature of the insurance, structure of the product and place of incorporation of the insured or geographical cover provided. The nature of risks insured may also have a bearing on our position and the position of other parties within the market. We cannot provide you with legal advice however we advise that where we are required to make licence applications or notifications or undertake any other activity as a matter of law WTW will comply with applicable law.

CONFLICTS OF INTEREST

Circumstances may arise where we may find we have a conflict of interest or otherwise have a material interest in or related to a matter in respect of which we are acting. For example, we may be asked to act on behalf of an insurer in the appointment of a loss adjuster, or, we may find that the interests of two of the clients for whom we act conflict.

We have conflict management procedures and we seek to avoid conflicts of interest but where a conflict is unavoidable we will explain the position fully and manage the situation in such a way as to avoid prejudice to any party.

The insurance market is complex and there could be other relationships not described here which might create conflicts of interest. Whatever the circumstances, we will act in your best interests; and, if a conflict arises for which there is no practicable solution, we will withdraw unless you wish us to continue to act for you and provide us with your written consent to that effect.

COMPLAINTS

Should you have any cause for complaint about our services please raise the matter in the first instance with the person who handles your account.

Alternatively, you may contact our Complaints Officer:

T: (02) 9285 4000

E: compliancequeries.au@willistowerswatson.com

We will acknowledge your complaint within one business day of receipt and advise you who the prime contact for handling your complaint is.

We aim to resolve complaints within 30 days of receipt but if your complaint is complex and may take more than 30 days to resolve, we will keep you informed on the progress and when we expect to provide our final response.

Should you not be happy with the response to your complaint you have the right to take your complaint to the Australian Financial Complaints Authority.

TERMINATION

Our services may be terminated either by us or you upon the giving of one month's notice in writing to the other or as otherwise agreed. In the event our services are terminated by you, we will be entitled to receive any and all fees or

brokerage payable (whether or not the same have been received by us) in relation to contracts placed by us.

AMENDMENTS

You agree that we have a right to amend this document by sending you either a notice of amendment in writing or a revised Terms of Business Agreement. Any amendment will apply in respect of any service transaction entered into by us after notice of the amendment is given, and may take effect either immediately or at such later date as the notice may specify. We will however give you at least ten business days' notice of any change.

ENTIRE AGREEMENT

This document and any amendment constitute the entire terms on which we will provide general insurance business with you and no alternative will have effect unless issued or agreed by us in writing.

ANTI-MONEY LAUNDERING

To comply with applicable anti-money laundering regulations there are times when we may ask clients to confirm (or reconfirm) their identity. We may need to do this at the time you become a client or have been one for some time or for example, when checking details on proposal forms and transferring claims payments. This information may be shared with other subsidiaries of Willis Towers Watson PLC and where we deem necessary with regulatory or law enforcement bodies. Please note that we are prohibited from disclosing to you any report we may make based on knowledge or suspicion of money laundering, including the fact that such a report has been made.

We have systems that protect our clients and ourselves against fraud and other crime and we may utilise the services of third parties in order to identify and verify clients. Client information can be used to prevent crime and trace those responsible. We may check your details against financial crime databanks. If false or inaccurate information is provided, we may be obliged to pass such details to relevant regulatory agencies that may use this information.

THIRD PARTY RIGHTS

Unless otherwise agreed between us in writing no term of this Agreement is intended to be enforceable by any third party except by subsidiaries of Willis Towers Watson PLC.

GOVERNING LAW

This Agreement, which sets out the terms of our relationship with you, will be governed by and construed in accordance with New South Wales Law and any dispute arising under it shall be subject to the exclusive jurisdiction of the New South Wales courts.

Addendum

Market-Derived Income

We or other subsidiaries of Willis Towers Watson PLC have contracts with various insurers under which we provide certain services, such as those under binding authorities, managing general agency and lineslip arrangements (for example, providing statements of the business accepted and the issuance of certificates of insurance cover).

We may also provide reinsurance broking services for insurers. We may also enter into service agreements with certain insurers in order to assist the development of insurance products for our clients.

Under these arrangements we may be paid by the insurers for the services we provide to them in addition to any fees or commissions we may receive from you for placing your insurance cover. These arrangements include:

CONTINGENT COMPENSATION

WTW may accept certain forms of contingent compensation in locations where they are legally permissible, and meet standards and controls to address conflicts of interest. Because insurers account for contingent payments when developing general pricing, the price our clients pay for their policies is not affected whether WTW accepts contingent payments or not. If a WTW client prefers that we not accept contingent compensation related to their account, we will request that the client's insurer(s) exclude that client's business from their contingent payment calculations.

GLOBAL360 FACILITY – GLOBAL SPECIALTIES CLIENTS ONLY

WTW has developed a facility for business placed through our London Global Specialties businesses called Global360, which offers underwriting capacity for specialised risks and under which WTW provides a range of services to participating insurers.

A separate fee is paid by such insurers for the delivery of these services to them. This fee is calculated within a range, depending on the scale of services provided, further details of which we will identify to you prior to placement. Insurers have agreed that they will bear this fee as part of their operating costs and not to increase premiums directly payable by WTW's clients.

FINMAR – FINEX

A separate Business Unit within WTW, FINMAR Market Services, provides a wide range of services direct to certain insurers that place business for FINEX clients globally. A separate fee is paid to FINMAR Market Services by insurers for the delivery of these services to them. This fee is calculated within a range of 3.125% and 5.25% (plus applicable tax) of the overall premiums placed depending on the scale of services provided. Insurers have agreed that they will bear this fee as part of their operating costs and not to increase premiums directly payable by WTW's clients.

PANELS

WTW develops panels of insurers in certain market segments. Participating insurers are reviewed on a variety of factors. Commission rates on panel placements may be higher than rates paid on business placed outside of the panel process. WTW discloses its commission rates to clients on quotes obtained through the panel process prior to binding the coverage. In some instances, insurers pay an administration fee to participate in the panel process. Your WTW broker will provide you with additional information on WTW Panels upon request.

BROKERAGE ON FEE BUSINESS

In some territories outside of North America, WTW obtains brokerage on business where our client pays us a fee. Our intention is to seek remuneration for work that WTW carries out for all parties in the insurance transaction but for which WTW is not otherwise sufficiently compensated. Some examples of this are the vastly-increased cost of regulation, distribution and infrastructure costs. This brokerage that WTW receives is a set percentage and is not contingent on achieving any level of growth, retention or profit on the business concerned. You can choose to exclude your placements from being included in any of these carrier agreements.

SUBSCRIPTION MARKET BROKERAGE

WTW adds Subscription Market Brokerage in some of its core specialty businesses that place business into the subscription markets, predominantly in London.

The principles underlying this Subscription Market Brokerage program include the following:

- WTW is required to handle increased infrastructure costs such as those arising from presentations to and negotiations with multiple entities in the subscription market
- WTW performs additional administrative, regulatory, accounting and support functions in order to complete subscription market placements. These functions benefit our clients and insurers
- Working groups of insurers in the subscription market recognize these additional costs and agree that a negotiated percentage of the premium to account for these costs is appropriate and helps assure competitive access to that market.

WTW believes that the best way to defray the cost of these functions is through this brokerage. We will disclose the receipt of Subscription Market Brokerage to you.

FACILITY ADMINISTRATION CHARGES AND PROFIT COMMISSIONS

WTW operates a number of “**facilities**” (Binders, Lineslips, Programs, MGAs and Arrangements) under which we undertake a number of tasks. Some of those tasks are purely for the benefit of our clients, others are services that an insurer would be expected to perform.

WTW’s remuneration may reflect this multi-beneficiary approach with what is known as a facility administration charge that covers the cost of these activities. A facility administration charge is additional to the fee or brokerage that WTW receives for placement and other services to clients. We will disclose any such charges to you.

These facilities typically apply to straightforward, small business lines or specialist product areas, for example, commercial combined, motor, personal lines, personal accident and terrorism.

The type of business written in these facilities tends to be high-volume, low-premium business that would not be viable for insurers to write individually on the open market. By grouping this business together, clients enjoy the benefits of a broad product, suited to their needs and the cost savings of collective buying power.

In a very limited number of cases a portion of our remuneration may be driven by the underwriting profitability of the facility. There is a potential for us to earn such “**profit commissions**”, but, because this business is grouped together, it is not possible to determine the extent to which the profitability of a book is affected by any single client.

Contact WTW

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Willis Australia Limited is authorised and regulated by the Australian Securities and Investments Commission.

Willis Australia Limited - AFSL 240600

About WTW

At WTW (NASDAQ: WTW), we provide data-driven, insight-led solutions in the areas of people, risk and capital. Leveraging the global view and local expertise of our colleagues serving 140 countries and markets, we help you sharpen your strategy, enhance organisational resilience, motivate your workforce and maximise performance. Working shoulder to shoulder with you, we uncover opportunities for sustainable success — and provide perspective that moves you.

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