



PENINSULA
mutual



FINANCIAL SERVICES GUIDE

This document is dated 1 November 2025, document number 01112025 and is issued by Peninsula Mutual Limited ACN: 630 256 478 AFSL 544232

 **bright** defence

Introduction

The financial services referred to in this Financial Services Guide (FSG) are offered in relation to a financial product called Bright Defence which is issued by Peninsula Mutual Limited ACN 630 256 478 AFSL 544232 (Mutual).

This FSG is an important document which is designed to assist you in deciding whether to use any of the financial services offered by Bright HR Pty Ltd ACN 649 265 690 (BrightHR, we, us, our) and explains our relationship with the Mutual. This FSG also describes how we are remunerated for our services, our professional indemnity insurance arrangements, and how we handle any complaints you may have.

Bright Defence is the discretionary protection product issued by the Mutual. Bright Defence is not an insurance product but a form of financial risk product. If you are interested in becoming a member of the Mutual and purchasing this protection it is important that you read the Mutual's Bright Defence Product Disclosure Statement (PDS) and its target market determination (TMD) before agreeing to become a member and purchasing the product. The PDS and TMD are on the Mutual's website at www.peninsulamutual.com.au

The type of discretionary protection product offered by the Mutual is explained in the PDS including the coverage benefits, limitations and other terms and conditions. Reading it, along with the TMD, will help you to decide if membership of the Mutual and the protection it offers to members will suit your business' needs, objectives and financial position. Bright Defence is exclusively available to clients of BrightHR who become members of the Mutual.

What Services Can We Provide?

BrightHR will provide financial services to you in the form of general advice about Bright Defence, when we invite you to become a member of the Mutual and when we offer to arrange for you to apply for Bright Defence. We provide these financial services as an authorised representative of the Mutual.

The Mutual is the issuer of Bright Defence and when we offer to arrange for you to obtain the discretionary protection, we are doing so on behalf of the Mutual and not on your behalf.

When we provide advice or recommendations about Bright Defence to you, we are only authorised to provide this advice in general terms and cannot advise about your personal needs, objectives or financial situation or the needs of your business.

The Bright Defence Product Disclosure Statement should be reviewed for further details regarding notification of claims.

Remuneration and Important Relationships

BrightHR is paid a fee for the management services it provides to the Mutual. This is not a fee for financial services but a service fee calculated taking into account a number of factors, including the number of members that we service, and other services we deliver on behalf of the Mutual in each year. We receive commission of

7.5% of the total payment received from members for the cost of their membership of the Mutual and the contribution they pay to acquire Bright Defence.

We pay our sales staff a base salary and commission which is calculated by reference to the sale of the core BrightHR non-financial services and the sale of Bright Defence. The commission paid to sales staff in respect of Bright Defence ranges between 5% and 10% of the cost you pay for membership and protection. We may from time to time offer additional incentives to individuals. You may request particulars of the sales commission or any other related benefits within a reasonable time after receiving this FSG and before any financial service is provided to you.

Professional Indemnity Insurance

BrightHR is listed as an authorised representative under the professional indemnity insurance held by the Mutual. This insurance meets the requirements of the Corporations Act and covers the financial services provided by BrightHR and the Mutual even after BrightHR ceases to provide financial services on behalf of the Mutual, provided the insurer is notified of the claim when it arises, and this is done within the relevant policy period.

What to do if you have a Complaint

If you have a complaint about the financial services we have provided, please contact us in the first instance at the contact details shown on this page.

We will acknowledge receipt of your complaint within 24 hours and provide a response in writing within 15 business days. The Mutual will facilitate resolution of your complaint as the authorising licensee through its internal dispute resolution.





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If your complaint can't be resolved to your satisfaction or we have not resolved your complaint within a reasonable period, you may have the right to refer the matter to the Australian Financial Complaint Authority (AFCA). AFCA is an external dispute resolution scheme that provides fair and independent financial services complaint resolution which is free to consumers. Membership of AFCA is held by the Mutual as the authorising licensee. Any decision AFCA makes is binding on the Mutual, but not on you.

AFCA can be contacted on 1800 931 678 or you can write to them at:

AFCA

GPO Box 3 Melbourne VIC 3001

Email: info@afca.org.au

Further details are available on their website at www.afca.org.au

How do you contact us?

You can contact us using the following methods

BrightHR Pty Ltd

ABN: 51 649 265 690 AR No: 001318172

Level 12, Harris Street Ultimo NSW 2007

Tel: Client Solutions Team – 1300 029 198

Email: support@brighthr.com.au

Peninsula Mutual Limited

ACN: 630 256 478

AFS Licence No: 544232

Level 6, 180 Thomas Street Haymarket NSW 2000

Tel: 1300 651 415

Email: peninsula.mutual@peninsula-au.com

More Information

If you would like more information, please contact us by phone, in writing by email as set out in the contact details above.