

FINANCIAL SERVICES GUIDE

Issue Date: 8 April 2026

About This Document

This Financial Services Guide (FSG) is designed to help you make an informed decision about the financial services offered by our firm. It contains important information about who we are, the services we provide, how we are paid, and what to do if you have a complaint.

Please take the time to review this document before engaging our services.

Throughout this FSG, HAE Financial Pty Ltd is referred to as “HAE Financial”, “we”, “us”, “our” or any variations.

The term “authorised representative” or “corporate authorised representative” refers to HAE Financials’ authorised representatives.

HAE Financial (ABN 60 620 656 055) is an Australian Financial Services Licensee (AFSL No. 501891).

Who is providing the financial services?

Your financial services will be provided by Taela Bloemers (ASIC Authorised Representative Number: 1309938).

You can contact your representative directly at:

- Mobile: 0435 729 770
- Email: taela@statuslife.com.au

Who is the Authorising Licensee?

Taela Bloemers is explicitly authorised to provide financial services as Authorised Representatives of the licensee, HAE Financial Pty Ltd (ABN: 60 620 656 055 | AFSL: 501891).

You can contact the licensee at:

- Address: PO Box 616, Rochedale South, QLD 4123
- Email: admin@haefinancial.com.au

What financial services are we authorised to provide?

Taela Bloemers is authorised by HAE Financial Pty Ltd to provide General Financial Product Advice to retail clients for:

- Life Risk Products (including Life Insurance, Total & Permanent Disability Insurance, Trauma/Critical Illness Insurance, and Income Protection Insurance)
- Superannuation

Privacy and Exchange of Personal Information with Other Parties

We have obligations to comply with the National Privacy Principles set down by the Federal Privacy Commissioner. We have adopted these Privacy Principles for the treatment of information received from clients and others. Our Privacy Policy is available from your authorised representative.

As a financial service provider, we may have an obligation from time to time under the Anti Money Laundering and Counter Terrorism Finance Act, to verify your identity. This means that if required we will ask you to present identification documents such as a passport or driver's licence. We will also retain copies of this information. We assure you that this information will be held securely.

HAE Financial and its authorised representatives may disclose your information to third parties who provide services to us, in which case we will seek to ensure that the personal information is held, used or disclosed consistently with the Australian Privacy Principles.

We may also acquire information from external parties relating to the services you have authorised us to provide. Such external parties include financial product and service providers.

HAE Financial will otherwise not transfer your personal information outside Australia or use, sell or disclose your personal information without your consent, unless permitted to do so under the Privacy Act or required to by law.

Important General Advice Warning

We provide general financial product advice only. We will not take into account your personal objectives, financial situation, or needs. It is your responsibility to determine whether the advice or products are appropriate for your specific circumstances before making a decision. We will also provide you with a Product Disclosure Statement (PDS) and Target Market Determination (TMD) from the product issuer to help you make an informed decision.

How to provide us with instructions

You may provide instructions to your authorised representative via video call, phone, letter, or email. In some instances, your adviser can only accept written instructions, and they will let you know when this occurs.

How are we remunerated for our services?

The cost of providing a financial product or service to you depends on the nature of the advice. We do not charge you a direct fee for our general advice. Instead, whenever your authorised representative arranges an insurance policy for you, we are remunerated through a commission payment from the product provider.

Commission payments range from 20% - 66% of an annual policy premium

By law, all initial and ongoing commissions paid by the product providers are paid directly to the licensee, HAE Financial Pty Ltd. HAE Financial Pty Ltd then distributes 100% of these commission payments to Taela Bloemers for the services provided.

We may also pay a fee or commission to persons who introduce or refer you to us. All referral payments or non-monetary benefits relevant to your advice will be disclosed to you at your request.

Associations and Conflicts of Interest

No product provider exercises control over our activities. Information about any interests, associations, or relationships between the provider and the issuers of any financial products that might reasonably be expected to influence the advice will be appropriately disclosed.

What to do if you have a complaint

If you have a complaint about any financial service provided to you, please take the following steps:

1. Contact Taela Bloemers directly and inform them of your complaint.
2. If your complaint is not satisfactorily resolved within 5 days, please contact the Complaints Officer at HAE Financial Pty Ltd (Email: admin@haefinancial.com.au or Mail: PO Box 616, Rochedale South, QLD 4123).

HAE Financial aims to resolve all complaints within 45 days of receipt. If we cannot reach a satisfactory resolution, you can raise your concerns with the Australian Financial Complaints Authority (AFCA) on 1300 780 808.

Compensation Arrangements

HAE Financial Pty Ltd maintains Professional Indemnity insurance in accordance with s.912B of the Corporations Act 2001. This insurance provides indemnity coverage for HAE Financial Pty Ltd and its authorised representatives, for work done while engaged with us.