

COMMISSION FREE SINCE SEPTEMBER 2025

What This Means for Your Owners Corporation



TSM moved to a commission free model in September 2025. As agency agreements are renewed, the fee structure reflects this fully. This fact sheet explains what changed, why we did it early, and what it means for your building.

HOW THE NUMBERS WORK

One cost goes down. One adjusts. The net impact to your building is minimal.

Insurance Premium Goes **DOWN**

- Commission removed from premium. Broker passes saving to your building.

Management Fee Transparently **REPRICED**

- Reflects the real cost of professional management, including insurance coordination.

Net Impact **MINIMAL**

- The two adjustments largely offset each other. Your total overall budget is expected to remain broadly stable.

Why TSM Is Making This Change?

TSM moved to commission free in September 2025, ahead of the industry peak body and any legislative requirement, because we have always believed transparent and conflict free management is the right standard for clients.

What is the Industry Standard?

The strata management industry in NSW is moving toward fully transparent, fee-for-service models. In March 2026, the NSW Productivity and Equality Commission recommended a phase out of strata insurance commissions, estimating over \$300 million in net benefits to NSW owners over 15 years. The Strata Community Association NSW committed to a voluntary industry transition from 1 January 2026.

TSM moved ahead of both, transitioning in September 2025 because we believed it was the right standard for our clients, not because we were required to.

How does the Transition Work for Your Building?

Nothing changes right now. The move to commission free happens at renewal.

1. We will walk you through the updated fee structure specific to your scheme.
2. Show you the projected change to your insurance premium and management fee side by side.
3. Answer any questions before you sign the updated agreement.

Questions? Contact us at hello@tsmstrata.com.au

TSM does not receive referral fees, rebates, or bonuses from any third-party supplier.

This is our commitment to a fully fee-for-service model.

What Your Building Gains:

Total transparency

You can see exactly what you pay for and why. No ambiguity, no cross subsidies.

No conflict of interest

Insurance advice is provided by the appointed broker, not TSM. TSM is phasing out insurance commissions to support a transparent process focused on your building's best interests.

Lower insurance premiums

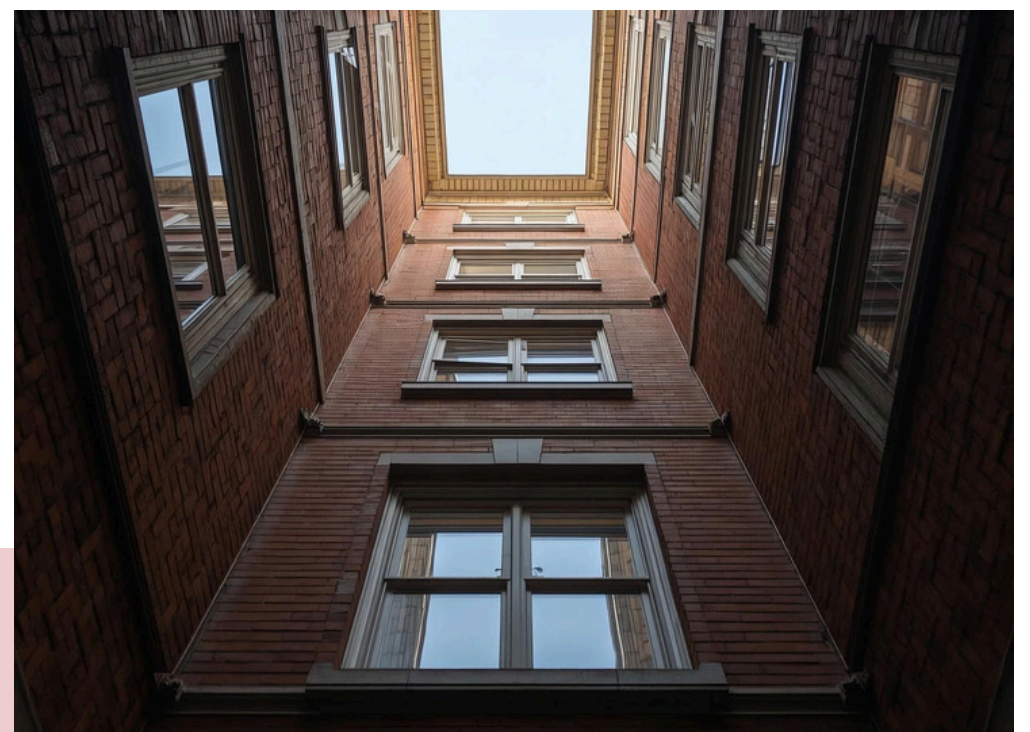
Commission savings are passed on through your broker, not kept elsewhere in the chain.

A fee that reflects real value

You pay directly for the professional service your building receives. Nothing more.

Ahead of the curve

The industry is moving in this direction. TSM-managed buildings are already there.



This information is general in nature and does not constitute legal advice. As every situation is different, we recommend seeking independent legal advice tailored to your circumstances before taking any action. Budget outcomes for individual schemes will also reflect scheme-specific factors; including claims history, major works, levy arrears, and movements in insurance market premiums — independent of any changes to the management fee structure. A budget increase at renewal is not necessarily the result of the commission-free transition.