

OUR SERVICES

As your insurance broker, we will provide you with the following services:

Before placement services (initial support)

- Review your insurance needs with you
- Help you to identify and assess your risk exposure
- Prepare a proposal to submit to potential insurers
- Advise and make recommendations as to your insurance requirements
- If required, provide information on risk mitigation and management strategies

Insurance placement and premium financing

- Seek insurance quotations or remarket the policy as best fits your circumstances, using our panel of insurers (for more information on how we will seek quotations see “Approaching the Market” below)
- If required, negotiate policy coverage and policy renewal annually or as otherwise agreed
- Arrange coverage where you have authorised us to do so (except in situations where we consider it to be in your best interest to bind insurance on your behalf)
- Confirm the placement and renewal of the insurances with you
- If required, obtain and provide premium funding quotation/s

Renewal and ongoing services

- Review your insurance arrangements:
 - when you inform us about material changes to your circumstances
 - at the time of any scheduled reviews, as agreed with you
- Provide you with the opportunity to review your insurance coverage at renewal
- Facilitate policy changes and/or cancellations as per your instructions
- Should we be unable to contact you, we will automatically arrange for the policy to be held covered. A short term premium may apply.

Claims services

- Assist you in preparing and managing claims if an insured event occurs
- Provide guidance, support and advocate on your behalf during the claims process
- Assist you to negotiate a settlement and obtain payment of claims
- Forward claim documentation and any settlement cheques to you

APPROACHING THE MARKET

As brokers, we have access to a vast range of insurance policies and providers, which will enable us to find the right insurance product for you. We may seek quotations from multiple insurance providers, within our available network of insurers, before making a recommendation.

Based on the information you have provided us, we will use our knowledge of the market and our professional expertise to determine which insurance providers to approach. In many situations, multiple quotations will be obtained.

Depending on your circumstances, there may be cases where only one or two insurance providers will be approached. Some occupations or items may have a limited number of markets available, reducing the number of quotations we can obtain.

We have negotiated exclusive arrangements with insurers and underwriters for the benefit of our clients for certain products or occupations. Where we have these arrangements available to us, when providing you with our recommendation, we may only recommend products from these insurers and will not seek quotes from the broader insurance market.

Each renewal is reviewed to determine if your policy continues to offer you the most competitive premium and suitable coverage for your needs. Some policies will remain with the existing insurer while others may be remarketed to a panel of insurance providers to ensure you are still insured with the most suitable and competitive insurance provider.

REMUNERATION AND YOUR CONSENT

Many of the insurance companies we deal with do not deal directly with the public. They will solely work with brokers to utilise a brokers' expertise to ensure you are getting the right advice and coverage.

We receive a commission, remunerated by the insurer when you enter into an insurance contract that we arrange (this includes renewal and some variations). This is paid to us by the insurer. The commission is a percentage of the premium (excluding government charges, levies and taxes). Some insurers may pay us more than others. The rate of commission can vary between 0 and 30% of the premium according to the type of insurance and cover provided and the way the transaction is arranged. The commission does not represent our profit as it also reimburses the administrative and other expenses involved in providing our services.

If you are a retail client, it is a requirement of the law that we obtain your informed consent before we receive payment of any insurance commission for the policies that we arrange for you. Once provided your consent is irrevocable. We will request your informed consent from you before placement of your policy.

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 I.T support, education and training, event sponsorship, and marketing assistance. We will not accept any non-monetary remuneration where doing so could reasonably be expected to influence the advice we provide you.

We may also charge you a broker fee. This is payable by you and will be outlined in any quotation or invoice we provide. We sometimes pay money to others who refer you to us. These payments are made from the commission and fees you pay us.

POLICY CANCELLATION

If a cover is cancelled before the expiry of the period of insurance, we reserve the right to refund to you only the net return premium we receive from the insurer and not refund any part of the commission and/or broker fee we receive for arranging the cover. A broker fee may be charged to process the cancellation.

PAYMENT TERMS

You are required to pay outstanding premium within the time set out on our invoice. That same document will provide you with payment options or please speak with us should further information be required.

OUR ADVICE TO YOU

Unless we advise you otherwise, we will provide you with Personal Advice. When providing personal advice we will take into consideration your personal objectives, financial situation or needs before making a recommendation. In order to provide this advice, we rely on you to provide accurate and complete information. In any event where we have been unable to obtain updated information from you, we will advise you the insurance has been based on incomplete or outdated information and seek confirmation accordingly at the earliest opportunity.

When making a General Advice recommendation, we will not take into consideration your personal objectives, financial situation or needs. Before taking any action, you should consider whether the advice we have provided is appropriate to you having regard to your individual circumstances. Clients should obtain and read the relevant product disclosure statements before making a decision.

INSURANCE DOCUMENTATION

So that we can save you time and paper and improve our services we will provide your insurance documents electronically. If you choose to receive the documents electronically, we will deliver your insurance policies, Product Disclosure Statements and our Financial Services Guide and other disclosure documents by sending an email with PDF attachments or sending an email with a hyperlink. If you have provided us with an email address, we will take this as your consent to communicate with you in this way. If at any stage you no longer wish to receive documentation from us electronically or you require a hard copy of any documentation, please contact us.

PERIOD OF ENGAGEMENT

Unless agree otherwise, our appointment commences upon your receipt of this document. For existing clients, this Engagement supersedes any prior engagement or agreement you may have received. Our appointment can be cancelled by you, or us by giving notice of cancellation in writing.

If the terms are acceptable, no further action is required. Your instructions to arrange any insurance policy terms will suffice that you acknowledge and understand our terms of engagement. Please contact us immediately if you do not understand these terms or wish to discuss further.

We will notify you of any changes to terms of trade or services provided.

NIBA CODE OF PRACTICE

As a member of the National Insurance Brokers (NIBA) we subscribe to the Insurance Brokers Code of Practice (The Code). The Code promotes efficiency in transactions by describing standards of good practice and the level of service to be expected from its members. It is our promise to you that we act in your best interest at all times and be open, honest and fair. A copy of the code can be provided to you on request. The code is also available on our website or available for download via the NIBA website. <https://www.niba.com.au/insurance-brokers-code-of-practice>.