

## Letter of Engagement

We are delighted to confirm our engagement as your insurance broker. We write to confirm how and on what terms we will manage your insurance needs.

We subscribe to and are bound by the **Insurance Brokers Code of Practice**, a full copy of which is available on our website – [Click Here](#).

We usually act on your behalf and in your interests in all matters. Sometimes, it may be more appropriate for us to either arrange insurance or manage claims where we act as an agent of the insurer. If and when this situation arises, we will explain and highlight this to you.

We are authorised to advise you about and arrange general insurance products. If we are unable to advise you or act on your behalf due to a conflict of interest that cannot be managed, we will immediately notify you.

More information about our services and remuneration arrangements is available from our **Financial Services Guide (FSG)** available on our website – [Click Here](#).

### Your Insurance Needs

You have asked us to manage certain insurances on your behalf for your business and personal needs.

We provide an Uninsured Risks Review report to assist in reviewing your needs – [Click Here](#).

### Your Account Executive

An executive will look after your insurance. They will be assisted by other brokers and specialists in the firm from time to time.

You may contact them in person, by telephone or email.

### Our Services

A comprehensive list of the Services that we may provide are listed on our website – [Click Here](#).

### Important Relationships

We are a privately owned insurance broking firm. As a privately owned insurance broking firm, we are part of the Steadfast Group, which is the largest insurance broker network in Australia. This provides flexibility and influence when negotiating with insurers on a client's behalf.

### Your Disclosure Obligations

Please refer to the Duty of Disclosure policy – [Click Here](#).

### Continuity of Cover

It is important that you maintain continuity of cover. Accordingly, if a contract of insurance falls due and we are unable to contact you, we will automatically arrange for the policy to be held covered (or renewed if necessary). If you do not require the cover, we ask that you tell us as soon as possible. A short-term premium may apply. Please tell us if you do not wish us to provide this service.

## **Cancellation**

We can only cancel a contract of insurance on written instructions of a person authorised to represent each of the parties who are named as insureds. We cannot cancel any contract of insurance which is subject to the Marine Insurance Act 1909.

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 brokerage and/or broker fee we receive for arranging the cover. A broker fee may be charged to process the cancellation.

## **Period of Engagement**

Unless we agree in writing otherwise, our appointment is from policy inception or mid-term appointment. You may cancel our appointment by giving written notice at any time. Our appointment is exclusive and replaces any previous service provider.

We look forward to working with you and to a long and mutually satisfactory relationship. We encourage you to call your Account Executive at any time if you have any questions about our services or your insurance.

## **Payment Terms / Premium Funding**

For more information regarding Payment Terms and Premium Funding, please refer to our Payment Policy document available on our website – [Click Here](#).