

# TERMS OF ENGAGEMENT



Austbrokers Canberra has been engaged to act on your behalf as an insurance broker.

As your insurance brokers, we will provide the following services on the products for which we are appointed today:

## Pre-placement services – New Business and at Renewal

- Help you identify and assess your risks and develop a proposal to submit to a potential insurer/insurers;
- Providing advice on risk mitigation and management strategies;

## Insurance placement and premium funding

- Seek insurance quotations (for more information on how we will seek quotations, please see below “Approaching the Market”)
- Negotiate policy coverage and policy renewal annually or as otherwise agreed in your service plan;
- Seek to bind coverage where you have authorized us to do so (except in urgent circumstances where unless you instruct otherwise, we may choose to bind insurance on your behalf if we consider that is in your best interest);
- Obtain and provide a quotation for premium funding;

## Post-placement services

- Prepare and manage claims if an insured event occurs;
- Advocate on your behalf during the claims process
- Facilitate policy changes and/or cancellations as per your instructions;

Please Note - Our appointment will automatically cease upon your advice for cancellation of an insurance product with us. However our appointment will automatically extend upon inception of any new insurance products you arrange with us. A full listing of the insurance products for which we are appointed to act on your behalf will be provided to you as part of your renewal correspondence we issue to you each year and can vary from the listing provided to you the year before.

## **Approaching the market**

We have arrangements with a number of insurers and underwriters. When providing you with our recommendation we will only recommend products from these insurers and underwriters and will not seek quotes from the entire general insurance market.

## **Remuneration**

In return for the services we provide, we may receive a commission which varies by product type, between 0-25% of the premium payable (excluding relevant taxes, charges and levies) which is paid to us by the insurer and a fee, payable by you.

## **Our advice to you**

When providing 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 providing us with accurate and complete information. There are circumstances where we may bind a policy with an insurer where no advice has been given to you. Should this occur, you will receive additional disclosure at the time of invoicing to highlight those policies where a limited service has been provided.

## **Period of Engagement**

Our initial appointment takes effect from the date of the email to which this document is attached and will remain in effect until written cancellation is issued by either party. This document will be reissued to you as part of our renewal documentation sent to you each year as confirmation of our ongoing Engagement. The commencement date of our continued engagement is the renewal date recorded on your policy documentation and will again remain in effect until written cancellation is issued by either party.

We also refer you to our Financial Services Guide (FSG) which contains information which should be read in conjunction with this document. This FSG contains important information, including, but not limited to:-

- Our status as a licensed financial services provider;
- Disclosure obligations on your part and ours;
- Potential conflicts of interest that we have in our dealings with insurers and other service providers;
- Advice Types;
- When we may act for others;
- Payment Terms;
- Remuneration in the event of policy cancellations;
- Professional Indemnity insurance arrangements;
- Internal and External complaints resolution procedures;
- Details of our Privacy Policy

Please read this document and speak to us should you require any clarity or further information about any of the information contained within. We will notify you of any changes to our FSG or Terms of Engagement provided.