

## Letter of Engagement & Statement of Services

### Our Appointment

Fleurieu & Hill Insurance is delighted to confirm our engagement as your insurance broker. We write to confirm how and on what terms we will manage your insurance needs.

As your insurance broker it is important to us that you receive quality professional services and insurance that provide the protection you need. So you know what to expect from us, we have outlined our services below including how and on what terms we provide those services.

We are authorised to provide a range of services including providing advice on and arranging different types of general insurance products and assisting with claims. When providing these services, we usually act on your behalf. There are circumstances where it may be more appropriate for us to arrange insurance or manage claims where we act as an agent of the insurer. If this situation arises, we will bring it to your attention and explain this to you.

The following information confirms the services included in our appointment as your insurance broker. Additional information about Fleurieu & Hills Insurance is available in our Financial Services Guide (FSG) and our Privacy Policy on our website [www.fleurieuinsurance.com.au](http://www.fleurieuinsurance.com.au)

### Your Insurance Needs

You have asked us to manage your General Insurance needs on your behalf.

### Your Fleurieu & Hills Insurance Team

An Account Manager or Broker will look after your insurances. They will be assisted by Assistant Account Managers and specialists in our office from time to time.

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

Phone 08 8536 3400

Email [admin@fhinsurance.com.au](mailto:admin@fhinsurance.com.au)

### Our Services

We will provide you with the following services:

- Help you identify and assess your risks and develop a proposal to submit to potential insurers
- Advise and make recommendations as to your insurance requirements
- Contact you with our recommendations
- Prepare underwriting submissions
- Seek insurance quotes (we will seek quotes from the broader general insurance market before making a recommendation. We have arrangements with multiple insurers, which enables us to find the right insurance product for you)
- Negotiate terms with any existing insurers and with alternative insurers.

- Place the insurances agreed upon
- Review policy wordings and obtain signed policies from insurers
- Confirm the placement of the insurances to you
- Calculate, invoice and collect the premiums
- Adjust premiums on prior year policies
- Review your insurance arrangements:
  - when you inform us about material changes to your circumstances;
  - at the time of any scheduled status reviews as agreed with you;
  - upon renewal of your insurances.
- Facilitate policy changes and/or cancellations as per your instructions
- If required, assist you with any Insurance Premium Funding needs.
- If required, assist you to manage any claims you may need to make:
  - we will keep you informed in a timely manner regarding the progress of claims.
  - when we receive an insurer's response to a submitted claim, we will notify you of the outcome as soon as it is reasonably practical to do so.
  - if a claim is either unreasonably denied or reduced by the insurer, we will act as claims advocates on your behalf to try to have the claim paid.
  - we will advise you if the insurer seeks to negotiate a settlement of your claim.
  - we will seek your instructions before agreeing to any settlement of your claim.
  - if the insurer declines to pay a claim, we will explain the reasons for the insurer's decision and outline what further steps can be taken, including steps to make a complaint.
  - in the event you terminate our appointment as your insurance broker we will provide details of any claim(s) to your new insurance broker so that they may continue to negotiate settlement on your behalf.
- We will take reasonable steps to contact you at least fourteen (14) days prior to your insurance cover expiry date to engage you on the next steps to be taken prior to the expiry of the policy. We will take appropriate, professional and timely steps to seek insurance cover terms and conditions and advise you of available options (if any) for your consideration.

Many commercial or business contracts contain clauses that relate to your liability (including indemnities or hold harmless clauses). These clauses may entitle your insurers to either reduce cover, or in some cases, refuse to indemnify you at all. Please inform us of any clauses of this nature before signing and accepting such contracts. We may recommend that you seek legal advice.

### **Scheduled Reviews**

To ensure your insurance program remains up to date we will contact a series of reviews of your personal insurances according to the following schedule. We will notify you prior to the review to schedule a suitable time.

#### Timeframes

- Active claims
- Claims outcomes
- Existing Insurance Portfolio
- Insurance Program including cover, limits and uninsured risks

## The remuneration we earn

When we provide our services, we:

- Charge a broker fee, and
- Earn a commission from the insurer, and
- Earn commission from the premium funder where applicable.

The amount of the broker fee is dependent on the complexity of the risk and insurance we are assisting with, and the time required to perform our role. Our fee is itemised in our invoice. An additional fee may also apply if you pay your invoice by credit card.

The amount of commission we earn from insurers is dependent on the type of policy and ranges between 5% and 35%. The commission is a percentage of the insurer's base premium only – excluding taxes, charges, and fees. In some cases, we may rebate the commission and charge a fee only. We will advise you when this is the case.

If you decide to pay your invoice by premium funding, we will earn commission from the premium funder. The amount of commission we earn ranges from 0 to 4.5% of the total amount funded.

You may ask for further information about our remuneration relevant to the products and services provided to you.

## Important Relationships

### Steadfast

The Trustee for KACS Family Trust & The Trustee for the W&L Ray Investment Trust ABN 23 343 417 437 trading as Fleurieu & Hills Insurance is a Corporate Authorised Representative 257833 of Community Broker Network Pty Ltd (the Licensee) ABN 60 096 916 184 AFSL 233750

Community Broker Network is a wholly owned subsidiary of Steadfast Group Limited ABN 98 073 659 677 (Steadfast).

As a Steadfast Network Broker, Fleurieu & Hills Insurance has access to services including model and operating and compliance tools, procedures, manuals, and training, legal, technical, HR, contractual liability advice and assistance, group insurance arrangements, product comparison and placement support, claims support, group purchasing arrangements and broker support services. These services are either funded by Steadfast, subsidised by Steadfast or available exclusively to Steadfast Network Brokers for a fee.

Steadfast has arrangements with some insurers and premium funders (Partners) under which the Partners may pay Steadfast commission of between 0.5% - 1.5% for each product arranged by Fleurieu & Hills Insurance with those partners, or alternatively a fee to access strategic and technological support and the Steadfast Broker Network. Steadfast is also a shareholder of some partners.

Insurance House may receive a proportion of any commission paid to Steadfast by its Partners at the end of each financial year (or other agreed period)

### The NIBA Code of Practice

Fleurieu & Hills Insurance and Insurance House are proud members of the National Insurance Brokers Association (NIBA) and subscribe to the NIBA Code of Practice (The Code). This Code outlines the guiding principles and standards we commit to when providing our service. You can access the Code <https://www.niba.com.au/insurance-brokers-code-of-practice/>

## Your Disclosure Obligations

It is important that you provide us with complete and accurate information about the risk to be insured otherwise the advice we give you may not be appropriate for your needs. We rely on you to provide complete and accurate information.

Before you enter into an insurance contract with an insurer, you have a duty under the Insurance Contracts Act 1984 to disclose information to the insurer. This Duty of Disclosure applies until the insurer agrees to either insure you or renew your insurance. The Duty of Disclosure also applies before you extend, vary or reinstate your insurance.

If you are applying for or renewing insurance in relation to consumer insurance products such as, your motor vehicle, home building and/or contents, residential strata, travel, personal accident or sickness and/or consumer credit products, you must answer the specific questions asked by the insurer truthfully and accurately. In answering those questions, you must tell the insurer all information that's known to you and that a reasonable person would be expected to provide in answer to the questions. Not doing so may be considered by the insurer to be a breach of your 'duty to take reasonable care not to make a misrepresentation' and may cause issues in relation to the validity of your insurance policy and/or issues in the event of you lodging a claim.

At renewal, the insurer may either ask you to advise any changes to information you have previously disclosed, or may give you a copy of the information you previously disclosed and ask you to advise them if there have been any changes. If you do not tell the insurer about a change, you will be taken to have told the insurer there is no change.

If you are applying for or renewing any other insurance, you must tell the insurer all information that is known to you that a reasonable person could be expected to know or that is relevant to the insurer's decision to insure you and on what terms. You do not need to tell the insurer anything:

- that reduces the risk it insures you for;
- is common knowledge;
- that the insurer knows or should know; or
- which the insurer waived your duty to tell it about.

## Non-disclosure

If you fail to comply with your Duty of Disclosure, the insurer may cancel your contract of insurance, or reduce the amount it will pay you if you make a claim, or both. If your failure to comply with the Duty of Disclosure, or you are fraudulent, the insurer may refuse to pay a claim and treat the contract of insurance as if it never existed.

If you are in doubt about whether or not a particular matter should be disclosed, please contact your Account Executive.

You must make sure you explain the Duty of Disclosure to any person you represent when we arrange any insurance cover for you. Alternatively, you may ask any person you represent to contact us, and we will explain their Duty of Disclosure to them directly.

If your circumstances change, our recommendations may no longer be appropriate. Please tell us about any changes in your circumstances so that we can confirm that your insurance continues to be suitable for your needs.

## 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 the 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.

## **Period of Engagement**

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

## **Premium Funding**

Premium Funding products enable you to pay your premiums by installments. Premium funders do charge interest and they take a power of attorney over your insurance policy as they have paid it to the insurer in advance, in full, as required at the beginning of the policy period.

We can arrange premium funding on your behalf if you require it. We may receive a commission based on a percentage of the premium from the premium funder for doing so. We will tell you the basis and amount of any such payment before or at the time the premium funding is arranged.

## **Our Payment Terms**

**Invoices** - we will invoice you for the premium, statutory charges (e.g. stamp duty and fire services levy) and any fees we charge for arranging your insurances. You must pay us within:

- 14 days of the date of the invoice;
- or in the case of a renewal, before the expiry date of the contract of insurance.
- If there is a refund or reduction of your premium as a result of a cancellation or alteration to a policy, or based on a term of your policy (such as a premium adjustment provision), we will retain any fee we have charged you. We will also retain commission depending on our arrangements with the insurer, or charge you a cancellation fee equal to the reduction in our commission.

If you do not pay the premium on time, the insurer may cancel the contract of insurance and you will not be insured. The insurer may also charge a short-term penalty premium for the time on risk.

## **Credit Card Payments**

If you pay by credit card, we may charge you a non-refundable credit card fee. This fee will be shown on your invoice and reimburses us for bank interest, extra charges/costs and time incurred by us when providing credit card facilities.

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