

## TERMS OF ENGAGEMENT

Client Managers at Atlantic Insurance Brokers are appropriately qualified, maintain legislated continual professional development and adhere to strict internal and external compliance standards.

Your Client Manager will act on your behalf as your Insurance Broker in relation to your relevant insurance.

### Our Services

#### Placement & Renewal approach

We have long term partnerships with insurers and underwriters, which enables us to find the appropriate insurance product for you. We will assist with the following:

- Help you identify and assess your risks and if necessary, develop a proposal to submit to a potential insurer/insurers
- Provide Market insights and advice or guidance on risk mitigation and management strategies
- Negotiate policy coverage and policy renewal annually or as required
- Seek quotes from the broader general insurance market before making a recommendation for you to review and consider
- Seek to bind coverage where you have authorised 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 interests)

#### Post-placement services

- We have the ability to obtain and provide a quotation for premium funding
- 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

### Confidentiality

We will treat any information in our possession regarding you and your insurance program as confidential. You expressly agree however, for us to disclose such information to insurers and other interested third parties to enable them to provide services to you as may be required.

### Payment Terms

You are required to pay outstanding premiums to Atlantic Insurance Brokers Pty Ltd within the agreed credit terms as outlined to you.

### Remuneration

In return for the services we provide, we will receive remuneration commensurate with the services we provide.

This can be either a commission from the Insurer, or we charge a Fee in lieu of commission, or a combination of the two. Commissions paid to us by Insurers are not an additional cost to you.

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

### Our advice to you

When making a 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.

We also provide you with a Financial Services Guide (FSG). This document contains important information about our relationship with you such as:

- 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
- Professional indemnity insurance arrangements
- Internal and external complaints resolution procedures
- Details of our privacy policy

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