

## Terms of Engagement

In regard to, your commercial property insurance policies Rethink Property Insurance Services Pty Ltd will act on your behalf as an insurance broker.

### Our Team

Trent Nolan – Managing Director

Janie Nolan – Head of Broking

John Edwards - Senior Account Executive

Hayley Gomes – Account Broker

### Our Services

As your insurance broker, we will provide the following services;

#### Pre-placement services

- 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 financing

- Seek insurance quotes (for more information on how we will seek quotes see “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 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)
- 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

### Approaching the market

We will seek quotes from the broader general insurance market before making a recommendation. We have arrangements with insurers and underwriters, which enables us to find the right insurance product for you.

## **Remuneration**

In return for the services we provide, we will receive a commission usually between 10 and 26.5 per cent of the premium paid (excluding relevant taxes, charges and levies) which is paid to us by the insurer and a fee, payable by 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.

## **Payment Terms**

You are required to pay outstanding premiums to Rethink Property Insurance Services Pty Ltd within the time set out on our invoice.

## **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 to provide accurate and complete information.

## **Period of Engagement**

Unless we agree otherwise, our appointment is ongoing commencing from now. This appointment may be cancelled in writing at any time.

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.