When ASIC shows up:
Why evidence beats effort for insurance brokers

Audits are part of doing business.

You're already giving great advice, putting clients first, doing everything right. When ASIC arrives with a documentation request, you have the perfect opportunity to prove the quality work you've been doing all along.

The audit letter lands. You need to produce complete records for selected clients, going back 7+ years. Every Statement of Advice. Every quote comparison. Every file note. Every email. All with an audit trail showing your nothing was altered.

The best brokers deliver this with confidence. Here's how they do it.

What happens when ASIC actually shows up

When ASIC starts an audit of your brokerage, the clock starts ticking on your chance to demonstrate operational excellence.

The documentation requests

They want comprehensive records typically spanning 7+ years:

- Client files
- Statements of Advice with detailed rationale
- Financial Services Guides
- Premium holding account records
- Commission disclosures
- Proof you put clients' interests first

They'll review your document management systems, interview staff, and verify your procedures match your practices.

The opportunity

Complete documentation. Clear file notes. Records with perfect audit trails. These showcase your professionalism and can position you as an industry leader.

Leading brokers approach reviews with confidence because they've built systems that:

- Demonstrate their professionalism instantly
- Showcase their client-first approach with clear evidence
- Maintain excellent relationships with PI insurers
- Build reputations in their markets
- Attract quality clients who value well-run businesses
- Grow without compliance concerns holding them back

These brokerages thrive because they can demonstrate and prove the quality of their advice, not just deliver it.

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The 5 gaps ASIC auditors find

Remuneration breaches reported to ASIC **jumped 695% last year**. The industry's most successful brokers are raising the bar. Here's the gap and what sets them apart:

1. **Editable file notes**
   Records need to be locked at creation and not able to be altered
2. **Missing SOA rationale**
   Clear documentation is needed around every recommendation and why
3. **Slow retrieval**
   Being able to find 7-year-old records in seconds, not days
4. **Inconsistent filing**
   Every critical document needs to be exactly where it should be
5. **No proof of best interests duty**
   You gave good advice, so be able to prove it by demonstrating bulletproof documentation

These gaps and capabilities exist leading brokers to use purpose-built systems designed for regulatory confidence not generic storage like shared drives and email inboxes.

How to reduce your risk of failing an audit

The fastest way to build audit confidence is to build audit-readiness into your daily operations and systems.

Use JAVLN Officetech to:

Make your records uneditable
Lock file notes, SOA rationale, and key records at the point of creation. Once created, they cannot be altered, full stop. This creates a tamper-proof audit trail with timestamps for every action. When ASIC questions a file note from 2019, you can prove it hasn't been touched since the day it was written. This eliminates the "he said, she said" risk that destroys credibility during audits.

Capture everything, consistently
MS365 integration automatically files emails and documents to the correct client folder. Guided filing ensures SOAs, FSGs, disclosures, and correspondence are always present and structured identically across every client. Centralised templates keep your outbound communications compliant by default. No more missing documents because someone forgot to save an email or filed it in the wrong place.

Build quality assurance into workflows
Run quarterly file audits using built-in reporting and compliance checklists. Use task templates and customisable workflows to enforce critical steps across your entire team. Identify and remediate gaps proactively, before ASIC finds them during a surprise audit. What used to take a compliance officer days now takes hours.

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Prove best interests duty
Pair JAVLN Platform with JAVLN Officetech to retain multi-quote comparisons, documented rationale for recommendations, and clear fee/commission disclosure. Evidence that client objectives drove every recommendation, stored immutably. When ASIC asks "how did you demonstrate best interests duty?", you don't explain it. You show it.

Respond in minutes, not days
Text-based search across all documents means finding any record instantly - not just filenames, but words inside documents. Structured filing with 7-year automatic retention, cloud access from anywhere, and enterprise-grade security (SOC 2 Type 2 compliance) align with ASIC's expectations. Response time becomes your advantage.

The JAVLN advantage: Audit-ready by design

JAVLN Officetech is purpose-built as the compliance and efficiency backbone for insurance brokers:

- **Uneditable documentation** - Records can't be altered after creation, providing bulletproof evidence
- **Complete audit trail** - Every action tracked and timestamped automatically
- **Guided filing** - Prevents missing critical documents auditors expect
- **Instant retrieval** - Text-based search finds any document in seconds
- **7-year retention** - Meet record-keeping obligations by default
- **SOC 2 Type 2 security** - Enterprise-grade protection aligned to ASIC expectations
- **Template management** - Consistent, compliant communications across all staff

Think about this scenario, and the difference that systems can make

Sarah's brokerage uses JAVLN Officetech.

When ASIC requests complete documentation for a client from 5 years ago, she searches the client name and opens their complete file: SOAs with rationale, FSGs, all quote comparisons, correspondence, instructions, premium records - all timestamped with an immutable audit trail.

She generates a comprehensive audit response package within 90 minutes. The ASIC auditor sees a well-governed, systematised operation with enterprise-grade controls.

Result: Clean audit, commendation on document management practices, and a reputation as an industry leader.

Want to see how JAVLN Officetech can help your brokerage?

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