

the insurance firm.

Term of Engagement

The below sets out the service commitment offered by The Insurance Firm Pty Ltd T/as **The Insurance Firm** (ABN 66 663 724 678). The Insurance Firm is an Authorised Representative (1303081) of Sparaxis Pty Ltd (ABN 44 009 265 105 AFSL 245406) trading as Centrewest Insurance Brokers (**Centrewest**).

Who we act for

Regarding your insurance policies, we will act on your behalf as your insurance broker at all times.

Your team

James Voak as your dedicated Account Manager will provide you with these Terms of Engagement and can be contacted via email james@theinsurancefirm.com.au, phone 0497 977 708 or see our [website](#) for further information.

Our services

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

Pre-placement services

- Help you identify, understand and assess your risks;
- Assist you in deciding what risks to insure, including providing advice on how you can manage those risks in other ways such as risk mitigation strategies;
- Develop a proposal to submit to a potential insurer/insurers;

Insurance placement and premium financing

- Seek insurance quotes (see “Approaching the Market”);
- Negotiate policy coverage, terms and premiums;
- Contact you at least 14 days prior to policy expiry to review the renewal of your policy;
- Seek to bind coverage where you have authorised us to do so*;
- Obtain and provide a quotation for premium funding;

Post-placement services

- Assist in the preparation and management of claims if an insured event occurs;
- Advocate on your behalf and keep you informed during the claims process;
- Facilitate policy changes and/or cancellations as per your instructions.

**where unless you instruct otherwise, in urgent circumstances we may choose to bind insurance on your behalf if we consider that is in your best interests.*

Our Financial Services Guide (**FSG**) provided to you set out further detail on our role and services, including any relationships or associations we have that relate to our services.

Our [Privacy Policy](#) sets out how we deal with personal information.

In providing our services to you, we will adhere to the service standards as set out in the [Insurance Brokers Code of Practice](#), which we are bound by.

A copy of these documents are also available upon request or from our website www.theinsurancefirm.com.au.

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Approaching the market

Overall, we have access to over 150 insurers and underwriters across the general insurance market for all types of risk that we can assist with. However when providing you with our recommendation we will only recommend products from a limited number of selected insurers that we deal with regularly (dependent on the type of risk) and will not seek quotes from the broader general insurance market.

Our advice to you

When providing our initial advice to you we will take into consideration your personal objectives, financial situation or needs before making a recommendation. In order to provide this personalised advice, we rely on you to provide accurate and complete information.

If we do not have this complete and up to date information, any advice you receive may not be appropriate to your needs, objectives and financial situation. We will make it clear if we are providing general advice to you at the time of advice, which includes policy renewals.

Remuneration

In return for the services we provide, Centrewest will receive a commission usually between 5% and 30% of the premium paid (excluding relevant taxes, charges and levies) which is paid to Centrewest by the insurer and a fee, payable by you. The Insurance Firm will receive 80% of Centrewest's commission and any fees paid by you, with Centrewest retaining 20% of remuneration received.

We can arrange premium funding on your behalf if you require it. Centrewest may receive a commission based on a percentage of the premium from the premium funder for doing so, 100% of which will be passed onto The Insurance Firm by Centrewest. We will tell you the basis and amount of any such payment at the time the premium funding is arranged.

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 also be charged to process the cancellation.

Payment Terms

You are required to pay outstanding premiums to us within the time set out on our invoice. If you pay by our online payment option (DEFT), the financial institution may charge you a non-refundable credit card fee, which will be shown on your invoice.

Electronic Delivery of Documentation

We will provide all correspondence, advice and disclosure notices to you electronically. Disclosure notices will either be provided via hyperlinks in an email or as a direct attachment to the email. If you do not wish to be sent documents in this way, please advise us and we will send them as instructed.

Period of Engagement

Our engagement commences upon your instruction to proceed with our recommendations for your insurance contract(s), which you may cancel at any time by providing notice in writing to us. Should we wish to cancel the engagement we will provide 30 days notice in writing.

If you have any questions or queries at all about our services, please speak to your Account Manager before proceeding. We will notify you of any changes to this Terms of Engagement.

Please keep a copy of this document for your records and future dealings with us.