

# Terms of Business Agreement & Financial Services Guide

Lockton Companies Australia Pty Ltd, 1<sup>st</sup> October 2016 (v2.2)

## INTRODUCTION

Lockton Companies Australia Pty Ltd (LCA) is an insurance intermediary authorised to provide financial services in Australia by the Australian Securities and Investments Commission. LCA holds Australian Financial Services Licence No 291 954 under the Corporations Act 2001 (Cth) authorising it to advise and deal in general & life insurance products to wholesale and retail clients, acting as our client's agent.

The purpose of this Terms of Business Agreement / Financial Services Guide ("the Agreement") is to set out the terms on which LCA undertakes to act for you, our client, including our regulatory and statutory obligations, how we get paid, how we manage conflicts of interest or any complaint you have about our service. It also identifies your responsibilities both to us and to insurers.

These are our standard terms and can only be varied with our written consent. Please contact us immediately if there is anything in this document which you do not understand or with which you disagree. If you continue to do business with us and we do not hear from you, this will serve as your consent to working with us on the terms set out in this Agreement.

In the absence of an agreement, this document sets out the terms upon which we provide insurance intermediary and risk management services to you. Your direction to bind coverage and/or your payment related to your insurance placement will be deemed your signed, written consent and agreement to be bound by the provisions of this document.

This document takes effect from 1/10/2016 or whenever it is received (whichever is the later) and supersedes any terms of business agreement/financial services guide that may have been previously sent to you by us.

In this document "we", "us" and "our" means LCA.

*Despite any attestation clauses set out in this Agreement, this Agreement will come into full force and effect as between the parties on the placement of any business by Lockton with you, and shall continue in full force and effect thereafter unless or until terminated by mutual agreement of the parties or by either party giving at least 30 days written notice to the other.*

## 1. OUR SERVICES

### Insurance Program Placement

We will discuss with you and your representatives your insurance requirements, including the scope of cover, the limits to be sought and cost. Upon receipt of your instructions, whether written or oral, we will use all reasonable endeavours to implement your insurance programme, subject to available insurers, before the intended date of inception, renewal or extension of cover (whichever is appropriate). If you have not provided specific instructions you authorise us to take such steps as are reasonably necessary to ensure continuity of insurance coverage including placement or extensions and agree to pay all premiums, fees, charges and penalties that may arise from such placement, extension or later alteration thereof.

### Claims

Except where agreed with us we will provide our claims handling services during the period of our appointment for the policies placed by us. These services can be continued beyond our appointment by mutual agreement and may be subject to a separate fee. Our claims handling services include, upon receiving the required information from you, the notification of the claim or circumstances to insurers; representing you in the resolution of the claim and arranging the collection and/or settlement of the claim in accordance with market practice and your policy terms and conditions. Where claims are to be dealt with by you with insurers directly, we will provide advice and support as requested. We may use third party claims handling services, however, where we intend to do so we shall inform you prior to the inception of the insurance contract. Further, our claims handling services will cease where we are satisfied that you have appointed another broker or adviser to act as your agent.

If a loss adjustor is appointed we shall, with your permission, pass on your contact details and co-ordinate meetings. In the case of a major loss, we can attend the initial meeting with the loss adjustor if you wish us to. We will promptly forward to you all claims documentation, insurance company settlement cheques and other information. If any claims are outstanding when you terminate our appointment as your insurance broker, we will provide details of the claim(s) to your new insurance broker so that they may continue to negotiate settlement on your behalf.

Where we collect claims payments they will be remitted to you as quickly as possible. However, we will not remit claims monies to you before we have received them from insurers.

### Additional Services

If requested, available and appropriate, we may agree to provide you with a number of additional services which fall outside our core service provision. Such services may be subject to the agreement of additional remuneration. We do not offer advice in relation to tax, accounting, regulatory or legal matters (including sanctions) and you should seek separate advice as you consider necessary regarding such matters.

## 2. YOUR RESPONSIBILITIES

### Disclosure of Information

#### General insurance contracts

Before you enter into an insurance contract, you have a duty to tell the insurer anything that you know, or could reasonably be expected to know, may affect the insurer's decision to insure you and on what terms. You have this duty until the insurer agrees to cover your risk. You have the same duty before you renew, extend, vary or reinstate an insurance contract. You do not need to tell the insurer anything that:

- reduces the risk they insure you for; or
- is common knowledge; or
- they know or should know as an insurer; or
- they waive your duty to tell them about.

#### Eligible contracts

Eligible contracts are those where a natural person is purchasing Motor vehicle, Home, contents, Accident & sickness, Consumer credit or Travel insurance. Before you enter into these insurance contracts, you have a duty of disclosure under the Insurance Contracts Act 1984. If the insurer asks you questions that are relevant to the insurer's decision to insure you and on what terms, you must tell them anything that you know and that a reasonable person in the circumstances would include in answering the questions. Also, the insurer may give you a copy of anything you have previously told them and ask you to tell them if it has changed. If they do this, you must tell them about any change or tell them that there is no change. If you do not tell them about a change to something you have previously told them, you will be taken to have told them that there is no change. You have this duty until the insurer agrees to insure you or renew the contract.

#### Non Disclosure - if you do not tell the insurer

If you do not tell the insurer something you are required to, they may cancel your contract or reduce the amount they will pay you if you make a claim, or both. If your failure to tell them is fraudulent, they may refuse to pay

#### Proposal Forms

For certain classes of insurance you may be required to complete a proposal form, questionnaire or similar document. We will provide guidance but we are not able to complete the document for you. Please discuss with us if you have any doubts about what is material or have any concerns that we may not be aware of material information.

#### Your Insurance Policy

You are responsible for reviewing the evidence of insurance cover to confirm that it accurately reflects the cover, conditions, limits and other terms that you required. Particular attention should be paid to any policy conditions and warranties, as failure to comply may invalidate your coverage and the claims notification provisions. If there are any discrepancies, you should consult us immediately. Further, you should review the insurance premium payment terms provided to you. All premium payment terms must be met on time or your insurers may have the right to affect a notice of cancellation for non-payment of premium. We shall also advise of any charges which are additional to the insurance premium. We will send you any policy documents, if applicable, and any amendments or endorsement to your policy as soon as reasonably practicable.

#### Change in Circumstances

You agree to advise us as soon as reasonably practicable of any changes in your circumstances that may affect the services to be provided by us or the cover provided under your insurance policy.

#### Claims

You are responsible for notifying claims or potential circumstances that may give rise to a claim in accordance with the terms and conditions of your insurance contract. To ensure full protection under your policy or similar documentation you should immediately familiarise yourself with the coverage conditions or other procedures relating to claims and to the notification of those claims. Failure to

adhere to the notification requirements, particularly timing, as set out in the policy or other coverage document, may entitle insurers to deny payment of your claim. In presenting a claim it is your responsibility to disclose all facts which are material to the claim. Claims may be made against certain policies long after they have expired.

It is important, therefore, that you keep your policy documents in a secure place. It is generally the case that claims may become unenforceable by way of legal proceedings (or in some jurisdictions, completely extinguished) if they are not pursued by legal proceedings commenced within the relevant limitation period applying to your claim in the jurisdiction in question. It is your responsibility to monitor the position on limitation periods applying to your claims and to commence legal proceedings in relation to your claims where this is necessary. It is also your responsibility to enter into "standstill" or "tolling" agreements in order to suspend the application relevant limitation periods, where this is desirable. We will not commence legal proceedings or enter into standstill/tolling agreements on your behalf, nor will we advise you if and when to do so. On these issues we recommend you take your own legal advice.

#### Payment of Premium

You agree to provide settlement with cleared funds of all monies due in accordance with the payment date(s) specified in our debit note or other relevant payment documentation ("Payment Date"). Failure to meet the Payment Date may lead to insurers cancelling your policy particularly where payment is a condition or warranty of a contract. We are under no obligation to pay premium by the Payment Date to insurers on your behalf. You agree that Lockton Companies Australia Pty Ltd may retain all insurance credits on your account and utilise those funds to offset any current outstanding debit amounts, unless you advise otherwise. If there are no outstanding debit amounts on your account, please provide your EFT / bank deposit slip details via email as soon as possible so we may remit funds back to you.

#### Methods of Payment

You can choose to pay by credit card, electronic funds transfer (EFT), cheque and/or cash.

## 3. FINANCIAL SERVICES GUIDE

### Retail Client Notice – General Advice Warning

Under the Corporations Act 2001 and associated Regulations retail clients are provided with additional levels of protection from other insurance purchases. The Act defines retail clients as:

- Individuals or a small manufacturing business employing less than 100 people or any other business employing less than 20 people
- And that are being provided a financial service or product that relates to the following insurance covers: Motor Vehicle (under 2 tonne), Home building, contents, personal and domestic, Sickness and Accident or Travel, Consumer Credit and other classes as prescribed by regulations.

If you are a retail client and a Statement of Advice (SoA) or further information is not provided to you with your invoice then the advice that you have been given related to that transaction is general advice. General advice is advice that has been prepared without considering your current objectives, financial situation and needs. Therefore, before acting on the advice you should consider the appropriateness of the advice having regard to your current objectives, financial situation and needs.

If you are a retail client purchasing personal accident or sickness insurance and obtain personal advice, that is, advice that takes into account your particular circumstances, we will give you an SoA that sets out the advice provided and the basis on which the advice is made and our remuneration should you purchase the product. If we recommend the purchase of a particular financial product, we will also give you a Product Disclosure Statement at that time, which sets out details specific to that product and the key benefits and risks in purchasing the product.

## Cooling off Period

If you decide that you do not need a contract of retail insurance which has been arranged on your behalf, you have a minimum of 14 days from the earlier of the date you receive confirmation of the contract and the date it was arranged to change your mind. You must tell the insurer in writing that you wish to return the insurance contract and have the premium repaid. If you do so, the insurance contract will be terminated from the time you notified the insurer and the premium will be returned. The insurer may retain its reasonable administration and transaction costs and a short term premium. You cannot return the contract of insurance if it has already expired or if you have made a claim under it.

## Material Changes

You must also notify your insurer of any significant changes which occur during the period of insurance. If you do not, your insurances may be inadequate to fully cover you. We can assist you to do this and to ensure that your contract of insurance is altered to reflect those changes.

## Renewals

We will give you at least 14 days' notice of expiry of any insurance contract which we arranged or last renewed for you. At that time we will send you an offer to renew the insurance contract and invoice you for the cost of renewal. If you want to change the details of the cover, contact us as soon as you receive the renewal offer. If you wish us to renew the contract on your behalf, you must provide us with written instructions to do so and/or pay the premium and other charges before the date shown on the invoice. In some circumstances we may be able to arrange for the insurer to cover you temporarily before payment is received, but we cannot guarantee this. We will notify you when renewal has been affected. If you arranged or renewed insurance directly with an insurer or through another broker, we will not be responsible for notifying you of expiry or arranging renewal unless you ask us to do so.

## Variations

You should carefully monitor and review that your insurance contract is adequate to cover your assets or business activities. If you want to vary any cover, e.g. by increasing the sum insured or adding other property, please provide us with details of the changes you require and any other information you need to disclose to the insurer. We will arrange the variation with the insurer and provide you with written confirmation.

## New Business

Contact us as soon as possible if you need cover for a risk or property that is not insured. If you need immediate cover, we can usually obtain an interim contract of insurance (which is generally valid for a month or less). To arrange this, we will need details of the property or risk and all other information which you need to disclose to the insurer. In some cases we will then send you a proposal for completion. You will need to complete and sign this and return it to us as soon as possible and before the interim cover expires. We will send the original insurance contract documents as soon as they are issued correctly by your insurer. As these are legal documents, you should keep them in a safe place.

## Sums Insured – Average and Co-Insurance

Some insurance contracts require you to bear a proportion of each loss or claim if the sum insured is inadequate to cover the amount of the loss. These provisions are called 'average' or 'co-insurance' clauses. If you do not want to bear a proportion of any loss, when you arrange or renew your contract of insurance, you must ensure that the amount for which you insure is adequate to cover the full potential of any loss. If you insure on a new for old basis, the sum insured must be sufficient to cover the new replacement cost of the property.

## Interests of Other Parties

Some insurance contracts do not cover the interest in the insured property or risk of anyone other than the person named in the contract. Common examples are where property is jointly owned or subject to finance but the contract only names one owner or does not name the financier. Please tell us about everyone who has an interest in the property insured so that we can ensure that they are noted on the contract of insurance.

## Cancellation/Alteration

We cannot cancel a contract of insurance:

- without written instructions from a person(s) who is authorised to represent each of the parties who are named as insured's in the contract of insurance.
- which is subject to the Marine Insurance Act 1909.

If there is a refund of premium owed to you as a result of a cancellation or alteration to a policy, we will retain any fee we have charged you. We may also retain commission depending on our arrangements with the insurer.

## Complaints

If you are not fully satisfied with our services, please contact our Complaints/Disputes Manager, and tell them about your complaint or dispute. We will acknowledge your complaint/dispute in writing and endeavour to resolve your problem within 15 working days. If your complaint cannot be resolved to your satisfaction by us, you have the right to refer the matter to the Financial Ombudsman Service Australia (FOS) with whom LCA is a member. FOS can be contacted on 1800 367 287 or online at [www.fos.org.au](http://www.fos.org.au). FOS's mailing address is GPO Box 3, Melbourne, VIC 3001. Alternatively, you can contact the Australian Securities & Investment Commission at their freecall infoline on 1300 300 630.

If you have a complaint about a policy that we arranged under a Lloyd's Coverholder binder authority that can't be resolved to your satisfaction by us you have the right to refer the matter to Lloyd's Underwriters' General Representative in Australia, Suite 2, Level 21, Angel Place, 123 Pitt Street, Sydney NSW 2000. Telephone Number: (02) 9223 1433, Facsimile Number: (02) 9223 1466; who will refer your dispute to Policyholder & Market Assistance at Lloyd's. Complaints that cannot be resolved by them may be referred to the Financial Ombudsman Service UK. Further details will be provided at the appropriate stage of the complaints process.

## Electronic Communications

We may communicate by electronic mail with each other and with other parties with whom we need to communicate in order to provide services to you, sometimes attaching further electronic data. By agreeing for us to provide services to you, you agree to receive communications by email, including updated versions of this document. By engaging in this method of communication we and you accept the inherent risks (including the security risks of interception of or unauthorised access to such communications, the risks of corruption of such communications and the risks of viruses or other harmful devices).

Notwithstanding that we have reasonable virus checking procedures on our system, you will be responsible for virus checking all electronic communications sent to you. You will also be responsible for checking that messages received are complete. In the event of a dispute neither of us will challenge the legal evidential standing of an electronic document and our system shall be deemed the definitive record of electronic communications and documentation.

## How Can We Be Contacted?

You can provide us with instructions in person, by telephone or email or in writing. Our contact details are at the end of this document.

## Who Is Responsible for the Financial Services Provided?

As your general insurance broker, we act for you as your agent, unless we tell you otherwise. At times LCA issues insurance through a binder or agency with an insurer. When we do this, we are acting as the agent of the insurer and are not acting on your behalf as your agent. We will always tell you when the product we are recommending or arranging is being done through a binder.

## Waiver of Rights

Some insurance contracts seek to limit or exclude claims where the insured person has limited their rights to recover a loss from the person who was responsible for it, e.g. by signing an agreement which disclaims or a limits the liability of the other party. Please tell us about any contracts of this type which you have or propose to enter into.

## Standard Covers

The Regulations to the Insurance Contracts Act set out standard terms for the cover which is provided by motor vehicle, home buildings, home contents, sickness and accident, consumer credit and travel insurance (including a minimum amount of insurance). If an insurer wants to alter these terms or offer less than the minimum amount of insurance they must clearly inform you in writing that they have done so. They can do this by providing you with a Product Disclosure Statement or a copy of the insurance contract.

## Unusual Terms

If an insurer wants to rely on a term in a contract of insurance which is not usually included in contracts that provide similar cover, they must clearly inform you in writing of that term. Again, they may do so by providing you with a copy of the insurance contract.

## Remuneration

Our remuneration for the services we provide you will be either brokerage, which is a percentage of the insurance premium paid by you and allowed to us by the insurer with whom your insurance contract is placed, or a fee as agreed with you. If appropriate, we may receive a fee and brokerage. You agree that brokerage and fees are fully earned by us once a policy of insurance is placed for the period of the contract and we shall be entitled to retain all fees and brokerage in respect of the full period of the contract in relation to contracts placed by us, notwithstanding that you decide to withdraw our appointment mid-term. We shall disclose the form and amount of compensation we will earn in accordance with regulations.

It may, at times, be appropriate (and for your benefit) for us to use other parties such as introducers or other insurance intermediaries. These parties may also earn and retain commissions for their role in providing products and services for you or in recognition of services they provide to us in relation to your business. Where a percentage of our remuneration is shared with such a third party, we confirm that the overall remuneration has not been increased to allow for any such sharing. You may also choose to use a premium finance company or other service provider in connection with the insurance we place for you or the services we provide. If we receive any direct remuneration from any such service provider by reason of your use of their service, we will disclose to you the amount of that remuneration before you make a final decision to use that service provider.

In the ordinary course of business we may also receive interest on client and insurer monies from the date we receive the funds until we settle to those due to receive them. We confirm that we shall retain that interest rather than pay it to you or the insurer.

## How Are Commissions, Fees or Other Benefits Calculated for Providing Financial Services?

Our commission will be calculated based on the following formula:

$X = Y\% \times P$ . In this formula: X = our commission, Y% = the percentage commission paid to us by the insurer. Our commission earned varies between 0% and 30%, P = the amount you pay for any insurance policy (less any government fees or charges included in that amount). Our charges include GST. Some of our charges

may be tax deductible. If you are a Retail Client and we give you Personal Advice, commission amounts will be provided in any SoA or (where an SoA is not required to be provided) included with any relevant invoices. In all other cases full commission information (including dollar amounts) will be provided on request.

## Profit Share / Reward Agreements

We may also receive a profit share commission from insurers and/or insurance agencies if a particular portfolio of business reaches a certain level of profitability. Payments from these companies are based on, the volume of certain business we provide to them, certain loss ratio target levels being met and the profit that they earn on certain business within an agreed time frame. These payments do not affect the premium paid by you.

## Other Revenue

We provide services to insurers that are not directly related to the services provided to you and we receive usual and customary remuneration in recognition for those services. This remuneration may be a management or administration fee or revenue based upon the profitability of insurance business placed with a given insurer over a specific period. These payments recognise the services we provide to the insurer over that given period. It may be appropriate and for your benefit for us to use a member of Lockton Companies LLP or another intermediary to assist us in fulfilling your insurance requirements. These companies may receive usual and customary remuneration for the services they provide. If any such parties are part of Lockton Companies LLP, we will disclose the form of compensation they will earn before insurance is purchased.

## Interest Earned on Trust Account

When you pay us your premium it will be banked into our trust account. We retain the commission from the premium you pay us and remit the balance to the insurer in accordance with our arrangements with the insurer. We will earn interest on the premium while it is in our trust account or we may invest the premium and earn a return. We will retain any interest or return on investment earned on the premium.

## Sunrise

Where we have used electronic data interface (Sunrise) to process your policy, we may receive an additional commission amount of between 1.0 - 2.5% for utilising this system. This amount is included in our commission earned and is not an additional charge to you.

## How Are Our Associates Paid?

Our Associates that will assist you with your insurance needs will be paid in two ways – salary, and a bonus or incentives which are based on a number of factors including achievement of company goals.

## Other Benefits

From time to time our Associates may receive certain hospitality benefits (such as tickets to sporting events, movies, meals, bottles of wine, hampers). The receipt of these benefits is not based upon the volume of business placed with the provider, but is more of an ad hoc reward received in the normal course of duty and are in compliance with our Global policies in relation to Conflict of Interest, Bribery and Corruption. You have the right to request for further information in relation to the remuneration, the range of amounts or rates of remuneration, and soft dollar benefits received by the licensee and/or representatives. LCA may from time to time receive a benefit from preferred product providers by way of sponsorship of educational seminars, conferences or training days. Details of benefits above AU\$300 will be maintained in a Register.

## How Will I Pay For the Services Provided?

For each insurance product the insurer will charge a premium that includes any relevant taxes, charges and levies. We often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to us by the insurers. However, in some cases we will also charge you a broker administration fee. All fees charged will be shown on the invoice that we send you and for retail clients we will also disclose the dollar amount of any commission earned. Alternatively, we may rebate all commissions to you and charge you a fee based upon the nature of the service we provide. Commission and fees are earned for the policy period and we will be entitled to retain all commission and fees in respect of the full policy period in relation to policies.

## Introducers

We may pay third parties introducers who have introduced you to us or referred us to an insurer, either an agreed commission amount or a set amount.

## Premium Financing

If we arrange premium financing for you we may be paid a commission by the premium finance firm in the range of 0% - 3%. We may also charge you a fee (or both). The commission that we are paid by the premium finance firm is usually calculated as a percentage of your insurance premium (including government fees or changes).

If you instruct us to arrange or issue a product, this is when we become entitled to the commission. When we arrange premium financing for you, you can ask us what commission rates we are paid for that financing arrangement compared to the other arrangements that were available to you. The amount of our commission and any fee that we charge will be set out in the premium finance contract.

## Terms of Payment

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.

## Additional Charges

We reserve the right to charge you for certain administrative services we undertake on your behalf. The cost of these services will be notified to you annually.

## 4. BUSINESS PRINCIPALS

### Provision of Information & Ownership

All activities undertaken by us as outlined in this document are provided by us for your exclusive use and all data, recommendation, proposals, reports and other information provided by us in connection with our services are for your sole use. You agree not to permit access by any third party to this information without our express written permission. While you retain ownership of all physical insurance contract documents, slips and any other documents created by us for you in the performance of the services ("Placing Documents"), subject to the duties of confidence set out in this document, ownership of all intellectual property rights in any Placing Documents vests in and remains with us. We grant you a non-exclusive, perpetual, royalty-free licence to use and reproduce the Placing Documents for your own internal business purposes subject to the provisos in this document. We reserve our right to take action to protect proprietary information.

### Privacy and Data Protection

We are committed to protecting your privacy in accordance with the principles of the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act). We use the information you provide to advise about and assist with your insurance needs. We maintain a record of your personal profile, including details of insurance policies that we arrange or issue for you. We may also maintain records of any recommendations or advice given to you. We will retain this TOBA/FSG given to you as well as any Statement of Advice (SoA) or Product Disclosure Statement (PDS) that we give

or pass on to you for the period required by law. A copy of our privacy policy is available on request. If you wish to look at your file please ask us. We will make arrangements for you to do so.

## Limit of Liability

To the fullest extent permitted by law, and notwithstanding any other provision of this Agreement, the total liability, in the aggregate, of Lockton Companies Australia Pty Ltd (LCAPL) to the Client and anyone claiming by or through the Client, for any and all claims, losses, costs or damages of any nature whatsoever related to the Services or the Agreement, from any cause or causes, shall not exceed the total compensation received by LCAPL under this Agreement, or the total amount of \$20,000,000. It is intended that this limitation apply to any and all liability or cause of action however alleged or arising, unless otherwise prohibited by law.

## What Arrangements Do We Have In Place To Compensate Clients For Losses?

LCA has a professional indemnity insurance (PI) in place. The PI covers us and our Associates for claims made against us and our Associates by clients as a result of the conduct of us or our Associates in the provision of financial services. LCA confirms that it has arrangements in place to ensure it continues to maintain Professional Indemnity insurance in accordance with s.912B of the Corporations Act 2001 (as amended). In particular our Professional Indemnity insurance, subject to its terms and conditions, provides sufficient indemnity to the Sum Insured and our representatives and employees in respect of our authorisations and obligations under our Australian Financial Services Licence (AFSL). This insurance will continue to provide such coverage for any representative or employee who has ceased work with LCA or work done whilst engaged with us.

## Anti-Money Laundering

As a financial service provider, we have an obligation under the Anti-Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as passports and drivers licences. We will also retain copies of this information. We assure you that this information will be held securely. We cannot provide you with services if you are unwilling to provide this information.

## Conflicts of Interest

Circumstances may arise where we may find we have a conflict of interest or otherwise have a material interest in or related to a matter in respect of which we are acting. We have conflict management procedures and we seek to avoid conflicts of interest but where a conflict is unavoidable we will explain the position fully and manage the situation in such a way as to avoid prejudice to any party. The insurance market is complex and there could be other relationships not described here which might create conflicts of interest. Whatever the circumstances, we will act in your best interests; and, if a conflict arises from which there is no practicable solution, we will withdraw unless you wish us to continue to act for you and provide us with your written consent to that effect.

## Ethical Business Practice

We do not tolerate unethical behaviour either in our own activities or in those with whom we seek to do business. We will comply with all applicable laws, rules, regulations and accounting standards.

## Market Security

The purpose of market security monitoring and evaluation is to ensure as far as possible that risk is transferred to (re)insurers with the resources to bear that risk when the insurance policy is placed. However Lockton does not guarantee the performance of any insurer or intermediary with which we place your business.

## Underwriting Agents & Wholesale Brokers

In some cases we use the services of a Underwriting Agents and Wholesale Brokers (insurance intermediary) to access products that are not available to us directly from the underwriter. You can identify where we have used an insurance intermediary as the Invoice/schedule will show that the policy is placed via another Insurance Intermediary. This situation usually arises where the insurance intermediary has developed a specialised product and competitive pricing for risks that are not commonly available directly but via the insurance intermediary. All insurance intermediaries that we deal with are required to hold an Australian Financial Services Licence and to place all client funds received into a Trust Account and are required to meet the same high standards in the delivery of the services that apply to us. Importantly all claims will be the ultimate responsibility of and paid for by the insurer. In such cases should you wish to access the Financial Services Guide of the Underwriting Agency or Broker please contact us and we will arrange to have a copy sent out to you.

## Insurers We Use

When we recommend an insurance policy for you, we will usually only consider the policies offered by the insurers or insurance providers whose security has been examined and approved by our Market Security Committee. In giving you advice about the costs and terms of recommended policies, we have not compared those policies to all other policies available, other than from those insurers we deal with regularly. We undertake a review of all insurers with which we deal with on an annual basis.

## Third Party Rights

Unless otherwise agreed between us in writing, and to the extent permitted by applicable law, no term of this Agreement is enforceable by a third party, except by members of Lockton Companies LLP.

## Amendments

You agree that we have a right to amend this document by sending you either a notice of amendment in writing or a revised Terms of Business Agreement. Any amendment will apply in respect of any service transaction entered into by us after notice of the amendment is given, and may take effect either immediately or at such later date as the notice may specify. We will however give you at least 10 business days' notice of any change.

## Termination

Our services may be terminated either by us or you upon the giving of one month's notice in writing to the other or as otherwise agreed. In the event our services are terminated by you, we will be entitled to receive any and all fees or brokerage payable in accordance with the terms of "Our Remuneration" set out above. In the event that such remuneration has not been received by us in full at the time notice of termination becomes effective, you agree to pay us any outstanding amount within 7 days of the effective termination date and thereafter on demand.



Lockton Companies Australia Pty Ltd. ABN: 85 114 565 785 / AFSL: 291 954

[www.locktonaustralia.com.au](http://www.locktonaustralia.com.au)

### PERTH (HEAD) OFFICE

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