



Transport & Business Insurance Services Pty Ltd
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Corporate Authorised Representative of
EBN Holdings Pty Ltd
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TBI Insurance Onboarding & Service Agreement.

Thank you for your time recently and the opportunity to review your insurance requirements as discussed. Whilst we are preparing our recommendations, I would like to draw your attention to the important information below that you should know about us.

We subscribe to and are bound by the Insurance Brokers Code of Practice, a full copy of which is available from the National Insurance Brokers Association (NIBA) website, www.niba.com.au. We are authorised to advise you about and arrange general insurance products. If we are unable to act on your behalf due to a conflict of interest which cannot be managed, we will immediately notify you.

Our Service Agreement

This agreement sets out the terms on which we provide our services to you. By appointing us, you agree to be bound by these terms.

We can provide you with the following services upon written instructions from You.

- Help you identify and assess your risks and develop a proposal to submit to potential insurers
- Advise and make recommendations as to your insurance requirements.
- Contact you with our recommendations.
- Prepare underwriting submissions.
- Seek insurance quotes.

We may from time to time act upon a verbal instruction from You on the provision & agreement via the acknowledgement and receipt of this TBI Insurance Onboarding & Service Agreement that You agree to provide written instructions within 24 hours from the initial verbal instruction. We accept no responsibility for any mistake or error that has been provided verbally.

We have arrangements with upward of 250 of insurers and underwriters. When providing you with our recommendation we will only recommend products from these insurers and will not seek quotes from the broader general insurance market.

- Negotiate terms with any existing insurers and with alternative insurers.
- Place the insurances agreed upon.
- Review policy wordings and obtain signed policies from insurers
- Confirm the placement and renewal of the insurances to you.
- Calculate, invoice and collect the premiums.
- Prepare policy wordings and obtain signed policies from insurers.
- Adjust premiums on prior year policies.

We will review your insurance arrangements:

- when you inform us about material changes to your circumstances;
- at the time of any scheduled Status Reviews as agreed with you;
- upon renewal of your insurances.
- Facilitate policy changes and/or cancellations as per your instructions

If required, we will assist you to manage any claims you may need to make:

- we will keep you informed in a timely manner regarding the progress of claims.
 - when we receive an insurer's response to a submitted claim, we will notify you of the outcome as soon as it is reasonably practical to do so.
 - if a claim is either unreasonably denied or reduced by the insurer, we will act as claims advocate on your behalf to try to have the claim paid.
 - we will advise you if the insurer seeks to negotiate a settlement of your claim.
 - we will seek your instructions before agreeing to any settlement, or compromise of a claim.
 - if the insurer declines to pay a claim, we will explain the reasons for the insurer's decision and outline what further steps can be taken, including steps to make a complaint.
 - we will take reasonable steps to contact you at least fourteen (14) days prior to your insurance cover expiry date to engage you on the next steps to be taken prior to the expiry of the policy.
- We will take appropriate, professional and timely steps to seek insurance cover terms and conditions and advise you of available options (if any) for your consideration and You agree to that you will respond to any of our request in the same manner.

Premium Funding

Premium Funding products enable you to pay your premiums by instalments. Premium Funders do charge interest and they take a power of attorney over your insurance policy as they have paid the premium to the insurer in advance, in full, as required at the beginning of the policy period. We can arrange Premium Funding on your behalf if you require it. We may receive a commission based on a percentage of the premium from the Premium Funder for doing so. We will tell you the basis and amount of any such payment before or at the time the premium funding is arranged.

Our Payment Terms

We will invoice you for the premium, statutory charges (e.g. stamp duty and fire services levy) and any fees we charge for arranging your insurances. You must pay the invoice by the due date noted on the invoice or provide us with a completed premium funding within 7 days from date of invoice. Note: Our credit terms are strictly 7 days from date of invoice.

If you cancel your policy mid-term or appoint another broker/authorised representative after renewal, our commission and fees may still be payable or retained by us as these relate to our services provided in arranging your insurance. If you do not pay the premium on time, the insurer may cancel the contract of insurance and you will not be insured. The insurer may also charge a short-term penalty premium for the time on risk.

Credit Card Surcharges

If you pay by credit card, a credit card surcharge will be shown on the DEFT payment screen at the time of payment and is retained by DEFT to cover their costs for providing the service. Any credit card surcharges are non-refundable.

Our Financial Services Guide

We have provided you with a Financial Services Guide (FSG). This document includes information regarding the services that we can provide, how we are remunerated and should be read in conjunction with our service agreement. The FSG is attached and /or available on our website <https://tbiinsurance.com.au/insurance-documents/>

Privacy Statement

This document provides information on how we handle any personal information provided to us. View the TBI Insurance Services/EBN Holdings Pty Ltd Privacy Statement on our website <https://tbiinsurance.com.au/insurance-documents/>

Your Disclosure Obligations

It is important that you provide us with complete and accurate information about the risks to be insured, otherwise the advice we give you may not be appropriate for your needs. We rely on you to provide complete and accurate information.

Before you enter into an insurance contract with an insurer, you have a duty under the Insurance Contracts Act 1984 (Cth) to disclose information to the insurer. This Duty of Disclosure applies until the insurer either agrees to insure you or renew your insurance. The Duty of Disclosure also applies before you extend, vary, or reinstate your insurance.

If you are applying for or renewing insurance in relation to consumer insurance products such as, your motor vehicle, home building and/or contents, residential strata, travel, personal accident or sickness and/or consumer credit products, you must answer the specific questions asked by the insurer truthfully and accurately. In answering those questions, you must tell the insurer all information that's known to you and that a reasonable person would be expected to provide in answer to the questions. Not doing so may be considered by the insurer to be a breach of your 'duty to take reasonable care not to make a misrepresentation' and may cause issues in relation to the validity of your insurance contract and/or issues in the event of you lodging a claim. At renewal, the insurer may either ask you to advise any changes to information you have previously disclosed; or may give you a copy of the information you previously disclosed and ask you to advise them if there have been any changes. If you do not tell the insurer about a change, you will be taken to have told the insurer there is no change.

If you have any questions or require further information, please don't hesitate to contact us.

02 6925 8788 or tbi@tbiinsurance.com.au

Kind regards,

Mark Brown
TBI Insurance Services