



ABN: 77 070 159 492 AFSL: 245 489

Terms of Engagement

In regard to your insurance policy(s) McNaughton Gardiner Insurance Brokers Pty Ltd (MGIB) will act on your behalf as an insurance 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.

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 and when authorised by you, instruct Funder to place loan agreement.

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 a range of insurers and underwriters, which enables us to find the right insurance product for you.

Remuneration

In return for the services we provide, we can be remunerated in a number of ways.

These can vary according to the service you require and/or our arrangements with the relevant insurer or their representative. We are remunerated by:

- Commission from the Insurer;
- Fees we charge you; or
- A combination of the both the above

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 MGIB within the time set out on our invoice.

Our advice to you

We may provide you with either personal or general advice and will tell you at the time of providing the service.

Period of Engagement

Unless we agree otherwise, our appointment is ongoing. This appointment may be cancelled in writing giving 30 days' notice.

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.