

## Financial Services Guide

The financial services referred to in this financial services guide (FSG) are offered by:

Competitive Insurance Solutions ABN 92 954 163 790  
PO Box 911, Mirrabooka WA 6941  
Ph: (08) 9377 4850  
Email: [adamb@competitiveis.com.au](mailto:adamb@competitiveis.com.au)

Competitive Insurance Solutions is an authorised representative of:

Trident Insurance Group Pty Ltd ABN 81 066 347 224  
Level 1, 186 Scarborough Beach Road, MOUNT HAWTHORN WA 6016  
Ph: (08) 9202 8000  
Email: [info@tridentinsurance.com.au](mailto:info@tridentinsurance.com.au)

Trident Insurance Group Pty Ltd holds a current Australian Financial Services Licence No: 237360 and is responsible for the financial services that Competitive Insurance Solutions provides to you. Competitive Insurance Solutions' Authorised Representative No is 432989. Trident Insurance Group Pty Ltd is also responsible for the content and distribution of this FSG. The distribution of this FSG by Competitive Insurance Solutions is authorised by Trident Insurance Group Pty Ltd.

**This FSG sets out the services that I/we can offer you. It is designed to assist you in deciding whether to use any of those services and contains important information about:**

- the services I/we offer you.
- how I/we and others are paid.
- any potential conflict of interest I/we may have.
- our internal and external dispute resolution procedures and how you can access them.
- arrangements that are in place to compensate clients for losses.

### **Lack of Independence**

#### **Why we are not independent, impartial, or unbiased in relation to the provision of personal advice and the impact of this on you**

I/We are not independent, impartial or unbiased pursuant to section 923A of the Corporations Act because:

- I/We may receive remuneration, commission, gifts of other benefits when we provide personal advice to you in relation to insurance products and other financial products;
- I/We may be subject to direct or indirect restrictions relating to the financial products in respect of which personal advice is provided; and/or
- I/We may have associations or relationships with issuers of insurance products and other financial products.

Further information about these benefits and relationships is set out in this Financial Services Guide. If you have any questions about this information, please ask us.

### Further information when personal advice is given

I/We will provide you with further information whenever I/we provide you with advice, which takes into account your objectives, financial situation and needs. This information may include the advice that I/we have given you, the basis of the advice and other information on our remuneration and any relevant associations or interests. This information may be contained in a statement of advice (**SOA**).

When you ask me/us to recommend an insurance policy for you, I/we will usually only consider the policies offered by the insurers or insurance providers that I/we deal with regularly. In giving you advice about the costs and terms of recommended policies I/we have not compared those policies to other policies available, other than from those insurers I/we deal with regularly.

### Product disclosure statement

If I/we offer to arrange the issue of an insurance policy to you, I/we will also provide you with, or pass on to you, a product disclosure statement (**PDS**), unless you already have an up to date PDS from the insurer. The PDS will contain information about the particular policy, which will enable you to make an informed decision about purchasing that product

<b>From when does this FSG apply?</b>	This FSG applies from <b>1<sup>st</sup> May 2023</b> and remains valid unless a further FSG is issued to replace it. I/We may give you a supplementary FSG. It will not replace this FSG but will cover services not covered by this FSG.
<b>How can I instruct you?</b>	You can contact me/us to give me/us instructions by post, phone or email on the contact number or details mentioned on page 1 of this FSG.
<b>Who is responsible for the financial services provided?</b>	<p>Trident Insurance Group Pty Ltd is responsible for the financial services that will be provided to you or through you to your family members, including the distribution of this FSG.</p> <p>Trident Insurance Group Pty Ltd holds a current Australian Financial Services Licensee no: 237360. The contact details for Trident Insurance Group Pty Ltd are on the front of this FSG.</p>
<b>What kinds of financial services are you authorised to provide to me and what kinds of financial product/s do those services relate to?</b>	Competitive Insurance Solutions is authorised to advise and deal in general insurance products to wholesale and/or retail clients under Trident Insurance Group Pty Ltd's Australian Financial Service Licence. I/We will do this on your behalf unless I/we tell you otherwise.
<b>Will I receive tailored advice?</b>	<p>Maybe not in all cases. However, I/we may need information about your personal objectives, details of your current financial situation and any relevant information, so that I/we can arrange insurance policies for you, or to give you advice about your insurance needs. I/We will ask you for the details that I/we need to know.</p> <p>In some cases, I/we will not ask for any of this information. If I/we do not ask, or if you do not give us all of the information I/we ask for, any advice you receive may not be appropriate to your needs, objectives and financial situation.</p> <p>You should read the warnings contained in any SOA, or any other warnings that I/we give you, carefully before making any decision about an insurance policy.</p>

---

Where we provide you with advice about your insurance arrangements, that advice is current at the time that we give it. We will review your insurance arrangements when you inform us about changes in your circumstances, at the time of any scheduled status review or upon renewal of your insurances.

---

**Contractual Liability and your insurance cover**

Many commercial or business contracts contain clauses dealing with your liability (including indemnities or hold harmless clauses). Such clauses may entitle your insurers to reduce cover, or in some cases, refuse to indemnify you at all. You should seek legal advice before signing and accepting contracts. You should inform us of any clauses of this nature before you enter into them.

---

**What information do you maintain in my file and can I examine my file?**

Trident Insurance Group Pty Ltd maintains a record of your personal profile, including details of insurance policies that I/we arrange for you. Trident Insurance Group Pty Ltd & Competitive Insurance Solutions Pty Ltd may also maintain records of any recommendations or advice given to you. Trident Insurance Group Pty Ltd & Competitive Insurance Solutions Pty Ltd will retain this FSG and any other FSG given to you as well as any SOA or PDS that I/we give or pass on to you for the period required by law.

Trident Insurance Group Pty Ltd & Competitive Insurance Solutions Pty Ltd is and I/we are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of Trident Insurance Group Pty Ltd's privacy policy is available on request. A copy is also available on the following websites;

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

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

If you wish to look at your file please ask us. I/We will arrange for you to do so.

---

**How will I pay for the services provided?**

Payment for the services I/we provide you are payable directly to Trident Insurance Group Pty Ltd. For each insurance product, the insurer will charge a premium that includes any relevant taxes, charges and levies. Trident Insurance Group Pty Ltd often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to Trident Insurance Group Pty Ltd by the insurers. In some cases, you will also be charged a fee. These will all be shown on the invoice that is sent to you.

You can choose to pay for our services by any of the payment methods set out in the invoice. You are required to pay Trident Insurance Group Pty Ltd within the time set out on the invoice.

If there is a refund or reduction of your premium as a result of a cancellation or alteration to a policy or based on a term of your policy (such as a premium adjustment provision), I/we will retain any fee we have charged you. I/We will also retain commission depending on our arrangements with the insurer, or charge you a cancellation fee equal to the reduction in commission. We will not refund any part of the commission we receive from arranging the cover, unless otherwise agreed in writing. In addition, a service/broker fee may also be charged for the time and any administration costs in processing the refund for you.

When you pay us your premium it will be banked into Trident Insurance Group Pty Ltd's trust account. Trident Insurance Group Pty Ltd will retain the

---

commission from the premium you pay us and remit the balance to the insurer in accordance with Trident Insurance Group Pty Ltd's arrangements with the insurer. Trident Insurance Group Pty Ltd will earn interest on the premium while it is in their trust account or Trident Insurance Group Pty Ltd may invest the premium and earn a return. Trident Insurance Group Pty Ltd will retain any interest or return on investment earned on the premium.

---

**How are any commissions, fees or other benefits calculated for providing the financial services?**

Trident Insurance Group Pty Ltd's commission will be calculated based on the following formula:

$$X = Y\% \times P$$

In this formula:

X = Trident Insurance Group Pty Ltd's commission

Y% = the percentage commission paid to Trident Insurance Group Pty Ltd by the insurer & other providers. Trident Insurance Group Pty Ltd's commission varies between 0% and 30%.

P = the amount you pay for any insurance policy (less any government fees or charges included in that amount).

I/We will receive 87.5% of Trident Insurance Group Pty Ltd's commission & fees for each policy I/we arrange for you.

Any fees that Trident Insurance Group Pty Ltd or I/we charge you will be disclosed on your invoice.

Trident Insurance Group Pty Ltd does not and I/we do not often pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer. If Trident Insurance Group Pty Ltd does, Trident Insurance Group Pty Ltd will pay commissions &/or fees to those people out of its commission &/or fees (not in addition to those amounts), in the range of 0% to 70% of its commission &/or fees.

Our remuneration arrangements provide incentives to our employed brokers to ensure our clients receive practical and effective advice and service. Our employees &/or authorised representatives receive a salary or are on a commission based structure and may also receive a performance bonus based on both the value and quality of the work they do for our clients. In limited circumstances, some employees may also receive additional payments related to clients they have referred to a third party.

From time to time, our employees may also be invited to an annual conference, receive sponsorship for conferences, functions, meals or other non-monetary benefits from external parties such as insurers, underwriting agencies or reinsurers. You do not bear the cost of sending our employees to these events and such relationships are managed under our conflicts of interest policy.

If I/we refer you to a premium funder, Trident Insurance Group Pty Ltd may receive a commission of up to a maximum of 5% of any funding contracts.

Some insurers give other benefits such as sponsorship of annual conferences, training and invitations to social business functions. These benefits may change from year to year. Occasionally, your broker may also receive small gifts and gratuities. It is our policy that gifts or gratuities may be accepted only if they are of an incidental nature.

If I/we give you personal advice, I/we will inform you of any fees, commission or other payments I/we, my/our associates or anyone referring you to me/us (or me/us to any insurer) will receive in relation to the policies that are the subject of the advice.

See below for information on the Steadfast association and commission.

---

---

**Do you have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?**

Trident Insurance Group Pty Ltd is a Steadfast Group Limited (Steadfast) Network Broker. Steadfast is also a shareholder of some Partners.

As a Steadfast Network Broker, Trident Insurance Group Pty Ltd has access to member services including model operating and compliance tools, procedures, manuals and training, legal, technical, banking and recruitment advice and assistance, group insurance arrangements, product comparison and placement support, claims support and group purchasing arrangements. These member services are either funded by Steadfast, subsidised by Steadfast or available exclusively to Steadfast Network Brokers for a fee.

You can obtain a copy of Steadfast's FSG at [www.steadfast.com.au](http://www.steadfast.com.au)

If I/we arrange premium funding for you Trident Insurance Group Pty Ltd & Competitive Insurance Solutions Pty Ltd may be paid a commission by the premium funder. I/We may also charge you a fee (or both). The commission that Trident Insurance Group Pty Ltd is paid by the premium funder is usually calculated as a percentage of your insurance premium (including government fees or charges). If you instruct us to arrange or issue a product, this is when Trident Insurance Group Pty Ltd & Competitive Insurance Solutions Pty Ltd become entitled to the commission. In some cases, Trident Insurance Group Pty Ltd receive a professional services fee in addition to the above from our premium funders. These are set fees outlined in our service agreements which are not calculated on volume of contracts.

Trident Insurance Group Pty Ltd's & Competitive Insurance Solutions Pty Ltd commission rates for premium funding are in the range of 0% to 5% of funded premium. When I/we arrange premium funding for you, you can ask us what commission rates Trident Insurance Group Pty Ltd are paid for that funding arrangement compared to the other arrangements that were available to you.

Trident Insurance Group Pty Ltd has a referral arrangement with Steadfast Life Express where Trident receives 33% (plus GST) of any initial and renewal commissions received by Steadfast Life Express for Life Insurance Products referred by Trident. You can obtain a copy of Steadfast Life Express's FSG at [www.steadfastlife.com.au](http://www.steadfastlife.com.au).

Trident Insurance Group Pty Ltd are a majority owned subsidiary of Steadfast Group Ltd (ABN 98 073 659 677) ('SGL').

SGL has arrangements with some insurers under which SGL may receive a fee for general access to strategic and technological support and the Steadfast Broker Network. Additionally, we may deal with brokers wholly or partly owned by SGL.

SGL's FSG is available either at [www.steadfast.com.au](http://www.steadfast.com.au) or on request by telephoning SGL's Company Secretary on +61 2 9495 6500.

We have an association with Coast Insurance Pty Ltd. SGL nominates the majority of directors and owns a majority of the shares in both companies. We share back office services and premises with Coast Insurance Pty Ltd.

---

**What should I do if I have a complaint?**

1. Contact Trident Insurance Group Pty Ltd and tell Trident Insurance Group Pty Ltd about your complaint. Trident Insurance Group Pty Ltd will do its best to resolve it quickly.
2. If your complaint is not satisfactorily resolved within 20 days, please contact Jordan Brindley on (08) 9202 8000 or put your complaint in writing and send it to Trident Insurance Group at the address noted at the beginning of this FSG. Trident Insurance Group Pty Ltd will try to resolve your complaint quickly and fairly.
3. Trident Insurance Group Pty Ltd is a member of the Australian Financial Complaints Authority (AFCA). If your complaint cannot be resolved to your satisfaction by us, you have the right to refer the matter to the AFCA. The AFCA can be contacted at:  
  
Street Address: Australian Financial Complaints Authority, Level 12, 717 Bourke Street, Docklands 3008  
  
Mailing address - Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC 3001  
Ph - 1800 931 678  
Email - [info@afca.org.au](mailto:info@afca.org.au)  
Website - [www.afca.org.au](http://www.afca.org.au)

---

**What arrangements are in place to compensate clients for losses?**

Trident Insurance Group Pty Ltd (including Competitive Insurance Solutions Pty Ltd) has a professional indemnity insurance policy (PI policy) in place.

The PI policy covers Trident Insurance Group Pty Ltd and its representatives (including authorised representatives) for claims made against them by clients as a result of their conduct in the provision of financial services.

The PI policy will cover me/us for claims relating to the conduct of former representatives who no longer work for Trident Insurance Group Pty Ltd.

---

**Any questions?**

If you have any further questions about the financial services Competitive Insurance Solutions or Trident Insurance Group Pty Ltd provides, please contact us.

Please retain this document for your reference and any future dealings with Competitive Insurance Solutions or Trident Insurance Group Pty Ltd

---

## OUR PRIVACY POLICY

At Trident Insurance Group Pty Ltd, we are committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. This Privacy Policy describes our current policies and practices in relation to the collection, handling, use and disclosure of personal information. It also deals with how you can complain about a breach of the privacy laws and how you can access the personal information we hold and how to have that information corrected.

### **What information do we collect and how do we use it?**

When we arrange insurance on your behalf, we ask you for the information we need to advise you about your insurance needs and management of your risks. This can include a broad range of information ranging from your name, address, contact details, age to other information about your personal affairs including your assets, personal belongings, financial situation, health and wellbeing. We provide any information that the insurers or intermediaries who we ask to quote for your insurances and premium funding require to enable them to decide whether to insure you and on what terms or to fund your premium and on what terms.

Insurers may in turn pass on this information to their reinsurers. Some of these companies are located outside Australia. For example, if we seek insurance terms from an overseas insurer (e.g. Lloyd's of London), your personal information may be disclosed to the insurer. If this is likely to happen, we inform you of where the insurer is located, if it is possible to do so.

When you make a claim under your policy, we assist you by collecting information about your claim. Sometimes we also need to collect information about you from others. We provide this information to your insurer (or anyone your insurer has appointed to assist it to consider your claim, eg loss adjusters, medical brokers etc) to enable it to consider your claim. Again this information may be passed on to reinsurers.

From time to time, we will use your contact details to send you direct marketing communications including offers, updates and newsletters that are relevant to the services we provide. We always give you the option of electing not to receive these communications in the future. You can unsubscribe by notifying us and we will no longer send this information to you.

### **What if you don't provide some information to us?**

We can only fully advise you and assist in arranging your insurance or with a claim, if we have all relevant information. The insurance laws also require you to provide your insurers with the information they need in order to be able to decide whether to insure you and on what terms. You have a duty to disclose the information which is relevant to the insurer's decision to insure you.

### **When do we disclose your information overseas?**

If you ask us to seek insurance terms and we recommend an overseas insurer, we may be required to disclose the information to the insurer located outside Australia. For example, if we recommend a policy provided by Lloyd's of London, your information may be given to the Lloyd's broker and / or underwriters at Lloyd's of London to make a decision about whether to insure you.

We will tell you at time of advising on your insurance if they are overseas and in which country the insurer is located. If the insurer is not regulated by laws which protects your information in a way that is similar to the Privacy Act, we will seek your consent before disclosing your information to that insurer.

Australian and overseas insurers acquire reinsurance from reinsurance companies that are located throughout the world so in some cases your information may be disclosed to them for assessment of risks and in order to provide reinsurance to your insurer. We do not make this disclosure, this is made by the insurer (if necessary) for the placement for their reinsurance program.

### **How do we hold and protect your information?**

We strive to maintain the reliability, accuracy, completeness and currency of the personal information we hold and to protect its privacy and security. We keep personal information only for as long as is reasonably necessary for the purpose for which it was collected or to comply with any applicable legal or ethical reporting or document retention requirements.

We hold the information we collect from you initially in a working file, which when completed is electronically imaged and stored, after which any paper is destroyed in our onsite shredder. In some cases, your file is archived and sent to an external data storage provider for a period of time. We only use storage providers located in Australia who are also regulated by the Privacy Act.

We ensure that your information is safe by protecting it from unauthorised access, modification and disclosure. We maintain physical security over our paper and electronic data and premises, by using locks and security systems. We also maintain computer and network security; for example, we use firewalls (security measures for the Internet) and other security systems such as user identifiers and passwords to control access to computer systems where your information is stored.

**Will we disclose the information we collect to anyone?**

We do not sell, trade, or rent your personal information to others.

We may need to provide your information to contractors who supply services to us, e.g. to handle mailings on our behalf, external data storage providers or to other companies in the event of a corporate sale, merger, re-organisation, dissolution or similar event. However, we will take reasonable measures to ensure that they protect your information as required under the Privacy Act.

We may provide your information to others if we are required to do so by law, you consent to the disclosure or under some unusual other circumstances which the Privacy Act permits.

**How can you check, update or change the information we are holding?**

Upon receipt of your written request and enough information to allow us to identify the information, we will disclose to you the personal information we hold about you. We will also correct, amend or delete any personal information that we agree is inaccurate, irrelevant, out of date or incomplete.

If you wish to access or correct your personal information please write to our managing director Rick Wolozny Trident Insurance Group Pty Ltd PO Box 191, Mt Hawthorn, WA 6915.

We do not charge for receiving a request for access to personal information or for complying with a correction request. Where the information requested is not a straightforward issue and will involve a considerable amount of time then a charge will need to be confirmed for responding to the request for the information.

In some limited cases, we may need to refuse access to your information or refuse a request for correction. We will advise you as soon as possible after your request if this is the case and the reasons for our refusal.

**What happens if you want to complain?**

If you have concerns about whether we have complied with the Privacy Act or this privacy Policy when collecting or handling your personal information, please write to our managing director Rick Wolozny at Trident Insurance Group Pty Ltd PO Box 191, Mt Hawthorn, WA 6915.

Your complaint will be considered by us through our internal complaints resolution process and we will try to respond with a decision within 30 days of you making the complaint.

**Your consent**

By asking us to assist with your insurance needs, you consent to the collection and use of the information you have provided to us for the purposes described above.

**Data Breach Response Plan to protect your Privacy**

The Notifiable Data Breaches (NDB) scheme under Part IIIC of the Privacy Act establishes requirements for entities in responding to Privacy Data Breaches. Entities have Privacy Data Breach notification obligations when a Privacy Data Breach is likely to result in Serious Harm to any individuals whose Personal Information is involved in the Privacy Data Breach

The responsibilities for action and enforcement of this policy are spread across Multiple Managers within Trident, each position dealing with distinct parts of the process. The positions that are responsible in this process include the Managing Director, Group Operations Manager and Finance and Administration Manager. Trident has a separate Data Breach Response Plan which operates alongside and supplementary to our Privacy Policy.



**Website information and content.**

The information provided on this website does not cover all aspects of the law on the relevant subject matter. Professional advice should be sought before any action is taken based upon the matters described and discussed on this site.

To the extent permitted by law, we make no representations about the suitability of the content of this site for any purpose. All content is provided without any warranty of any kind. We disclaim all warranties and conditions with regard to the content, including but not limited to all implied warranties and conditions of fitness for a particular purpose, title and non-infringement.

We will not be liable for any damages or injury caused by, including but not limited to, any failure of performance, error, omission, interruption, defect, delay in operation of transmission, computer virus, or line failure. To the extent permitted by law we will not be liable for any damages or injury, including but not limited to, special or consequential damages that result from the use of, or the inability to use, the materials in this site.

We believe the content of this site to be accurate, complete and current, however there are no warranties as to the accuracy, completeness or currency of the content. It is your responsibility to verify any information before relying on it. The content of this site may include technical inaccuracies or typographical errors.

We reserve the right to modify the content of this site from time to time.

**Anonymous data** – We use technology to collect anonymous information about the use of our website, for example when you browse our website our service provider logs your server address, the date and time of your visit, the pages and links accessed and the type of browser used. It does not identify you personally and we only use this information for statistical purposes and to improve the content and functionality of our website, to better understand our clients and markets and to improve our services.

**Cookies** – In order to collect this anonymous data we may use “cookies”. Cookies are small pieces of information which are sent to your browser and stored on your computer’s hard drive. Sometimes they identify users where the website requires information to be retained from one page to the next. This is purely to increase the functionality of the site. Cookies by themselves cannot be used to discover the identity of the user. Cookies do not damage your computer and you can set your browser to notify you when you receive a cookie so that you can decide if you want to accept it. Once you leave the site, the cookie is destroyed and no personal or other information about you is stored.

**Forms** - Our Website allows visitors to submit information via Self-Service forms (contact requests). The information submitted via the Forms is **not** encrypted. Should you be concerned about confidentiality of the information, this would be the recommended method.

Information collected via on-line forms is sent to our offices via EMAIL (not encrypted) and is also stored on a database which is accessible by Trident Insurance Group Pty Ltd staff only (password protected).

We also use your information to send you requested product information and promotional material and to enable us to manage your ongoing requirements, e.g. renewals, and our relationship with you, e.g. invoicing, client surveys etc.

We may occasionally notify you direct marketing about new services and special offers, events or articles we think will be of interest to you. We may send you regular updates by email or by post on insurance matters. If you would rather not receive this information or do not wish to receive it electronically, email or write to us.

We may use your information internally to help us improve our services and help resolve any problems.

**Tell us what you think**

We welcome your questions and comments about privacy. If you have any concerns or complaints, please contact our Complaints Officer Jordan Brindley on 08 9202 8000 or by email [info@tridentinsurance.com.au](mailto:info@tridentinsurance.com.au).

## SERVICE AGREEMENT

### Our Services

We can provide you with the following services:

- 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 will seek quotes from the broader general insurance market before making a recommendation. We have arrangements with numerous insurers, which enables us to find the right insurance product for you).
- Negotiate terms with any existing insurers and with alternative insurers.
- Place the insurances agreed upon.
- Review policy wordings and obtain policies from insurers.
- Confirm the placement and renewal of the insurances to you.
- Calculate, invoice and collect the premiums.
- Prepare policy wordings and obtain policies from insurers.
- Adjust premiums on prior year policies.
- 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, assist you with any Insurance Premium Funding needs.
- If required, 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.
  - in the event you terminate our appointment as your insurance broker we will provide details of any claim(s) to your new insurance broker, if known, so that they may continue to negotiate settlement, on your behalf.
  - where we act under either an arranging or claims authority from an insurer, which is relevant to you, and exercising that authority is a conflict of interest, we will contact you in a timely manner, and put in place adequate measures manage the conflict.

- 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.

### **Premium funding**

Premium funding products enable you to pay your premiums by installments. 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**

#### **Invoices**

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 are required to pay outstanding premiums to us within 14 days from date of invoice or 14 days from date cover commenced (whichever comes first).

If there is a refund or reduction of your premium as a result of a cancellation or alteration to a policy, or based on a term of your policy (such as a premium adjustment provision), we will retain any fee we have charged you. We will also retain commission depending on our arrangements with the insurer or charge you a cancellation fee equal to the reduction in our commission. As well as an additional processing fee for the cancellation.

In the event that you appoint another broker mid-term and we have processed the policy renewal, under the National Insurance Broker Association (NIBA) rules and regulations, the newly appointed broker is required to forward us any brokerage they may earn for that policy.

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 fees**

If you pay by credit card, we may charge you a non-refundable credit card fee. This fee will be shown on your invoice and reimburses us for the fee incurred from the bank when providing credit card facilities.

If you have any queries in relation to the services outlined in this agreement, please do not hesitate to contact our office.

### **COMPETITIVE INSURANCE SOLUTIONS PTY LTD**

ABN 92 954 163 790 as Authorised Representative (CAR 432989) of Trident Insurance Group Pty Ltd  
AFSL 237360 ABN 81 066 347 224.

## TERMS OF ENGAGEMENT

In regard to your insurance policies managed by Competitive Insurance Solutions, we will act on your behalf as an authorised representative (CAR: 432989) of Trident Insurance Group Pty Ltd.

### **Our Services**

As your insurance broker, we will provide the services outlined in our Service Agreement. This agreement outlines the services that we can provide and is applicable to all of our clients.

Please refer to page 10 of this document for our full Service Agreement.

### **Approaching the market**

Where applicable, we will seek quotes from the broader general insurance market before making a recommendation. We have arrangements with numerous insurers and underwriters, which enables us to find the right insurance product for you.

### **Remuneration**

In return for the services we provide, we will receive a commission usually between 0% and 30% per cent of the premium paid (excluding relevant taxes, charges and levies) which is paid to us by the insurer and a fee, payable by you.

### **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 us within 14 days from date of invoice or 14 days from date cover commenced (whichever comes first).

### **Our advice to you**

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

### **Period of Engagement**

Unless we agree otherwise, our appointment commences from the date this document is received and is ongoing. This appointment may be cancelled in writing with 30 days notice.

We will notify you of any changes to terms of trade or services provided.

### **COMPETITIVE INSURANCE SOLUTIONS PTY LTD**

ABN 92 954 163 790 as Authorised Representative (CAR 432989) of Trident Insurance Group Pty Ltd  
AFSL 237360 ABN 81 066 347 224.