

TERMS OF ENGAGEMENT

The below sets out the service commitment offered by Nest Insurance Pty Ltd (ABN 89 677 869 402) trading as Nest Insurance Brokers. Nest Insurance Brokers is an Authorised Representative (1309860) of Phoenix Insurance Brokers Pty Ltd (**PIB**) (ABN 40 009 419 872 AFSL 229847).

Who we act for

In regard to your insurance policies, we will act on your behalf as your insurance broker at all times.

Our Team

Your dedicated Account Manager, Jessica Peak, can be contacted on jesspeak@nestinsurancebrokers.com.au or phone 0424 382 203.

Our claims team can be contacted via email claims@phoenixins.com.au or phone (08) 9367 7399.

Our postal address is 5 Lezayre Ave, Bridgewater, SA 5155.

Our Services

As your insurance broker, we will provide the following general insurance broking 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 in a timely manner.

** 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** 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 PIB's [website](#).

Approaching the market

We will seek quotes from the broader general insurance market before making a recommendation. Overall we have arrangements with over 145 insurers, underwriters and wholesale brokers for all types of risks that we can assist with, which enables us to find the right general insurance product for you. The number of insurers approached will depend on the type of risk.

Our advice to you

When providing 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 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.

Remuneration

In return for the services we provide, PIB will receive a commission usually between 5% and 30% of the premium paid (excluding relevant taxes, charges and levies) which is paid to PIB by the insurer and a fee, payable by you. Nest Insurance Brokers will receive 70% of PIB's commission and any fees paid by you, with PIB retaining 30% of remuneration received.

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 at the time the premium funding is arranged.

Policy Cancellation

If a cover is cancelled before the expiry of the period of insurance, PIB reserve the right to refund to you only the net return premium received from the insurer and not refund any part of the brokerage and/or broker fee received 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 PIB within the time set out on our invoice. If you pay by credit card, PIB may charge you a non-refundable credit card fee. This fee will be shown on your invoice and reimburses PIB for bank interest, extra charges/costs and time incurred when providing credit card facilities.

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 (which if selected will provide a download of the document) 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 day's 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.