

Terms of Engagement

When providing advice, Austbrokers RIS Pty Ltd t/as RIS Insurance Group 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/insurer.
- Providing advice on risk mitigation and management strategies.

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

Post-placement services

- Prepare and assist with the management of 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 AFS licenced insurers and underwriters, which enables us to find the right insurance product for you.

Remuneration

Unless we agree otherwise, in return for the services we provide, we will receive a commission usually between 5% and 25% 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 or fees to Austbrokers RIS Pty Ltd within the time set out on our invoice.

Our advice to you

When making a recommendation, we will not take into consideration your personal objectives, financial situation or needs. Before taking any action, you should consider whether the advice we have provided is appropriate to you having regard to your individual circumstances. Clients should obtain and read the relevant product disclosure statements before making a decision.

Period of Engagement

Unless we agree otherwise, our appointment is ongoing.

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

You can view or download a copy of our Financial Services Guide (FSG), Privacy Policy, Duty of Disclosure and other Important Notices anytime by visiting our website: www.risgroup.com.au

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