FINANCIAL SERVICES GUIDE

Version Date: 1 October 2025

1. WHAT IS A FINANCIAL SERVICES GUIDE?

This Financial Services Guide (FSG) contains information about our services, what we are paid in relation to our services, your rights as a client and other things you need to know in relation to insurance matters including how any complaints you may have will be dealt with. We trust it will assist you in deciding whether to use our services.

If you ask us to act as your general insurance broker, or we already are, we will do so on the terms set out in this FSG. By requesting our services, you accept these terms. If there is any change to these terms, we will confirm them to you in writing. This FSG records the basis of our relationship.

You might also receive some other documents after or at the time we advise you about your insurance needs including:

- **Terms of Engagement and/or Letter of Appointment**– this details the terms and conditions of our appointment as your general insurance broker;
- **Risk Analysis** – this will be a questionnaire that enables us to assess and understand your needs and objectives in protecting your assets and/or liabilities;
- **Statements of Advice** (SOA) or **Further Information Regarding our Advice (FIRA)** – these will be written summaries recording our advice and the basis on which it was provided (as well as disclosing details of our remuneration and any affiliations we have that may affect our advice);
- **Product Disclosure Statements** (PDS) – these documents are prepared by the respective issuers of the products and will contain information about the products we recommend to you. They will help you in your decision about whether to acquire the product; and
- **Confirmation notices** – these will confirm the details of transactions we have arranged on your behalf.

If you need more information or have any questions, please feel free to telephone us.

This FSG is given by IA, your adviser and, if applicable, your adviser's employer, all of whom are taken to be providers of financial services you may be provided.

2. WHO IS THE LICENSEE?

Insurance Advisernet Australia Pty Limited (IA) ABN 15 003 886 687 is the Licensee and holds Australian Financial Services Licence No. 240549 under the Corporations Act 2001 to provide general insurance broking services. IA is a principal member of the National Insurance Brokers Association of Australia (NIBA) and subscribes to their Code of Practice.

IA was formed in 1996 to allow insurance advisers the benefits of being able to tap into a national buying group for products and services needed in today's complex business world and is a member of the publicly listed AUB Group Limited which has over $9.5 billion of gross written premium under management.

You can contact the head office of IA at:

Insurance Advisernet Australia P/L
PO Box 633
NORTH SYDNEY NSW 2059
Phone: 1300 366 085

3. WHAT SUPPORT DOES IA PROVIDE?

The quality of advice that your adviser gives and the range of services they offer require substantial support infrastructure that is provided by IA.

The infrastructure includes:

- sophisticated planning tools to help develop more effective solutions
- access to current research that can identify and compare a variety of insurers products
- access to a comprehensive range of insurers both within Australia and overseas
- essential educational and professional development resources that underpin the quality of advice
- database, system, and technology management
- back office accounting and administrative support
- systems to protect your information.

4. LACK OF INDEPENDENCE DISCLOSURE

We are not independent, impartial, or unbiased because IA and our representatives may receive remuneration or other gifts or benefits from:

- the issuer of the general insurance product you buy (e.g. commission that we retain); or
- other third parties for related services provided in connection with our advice service (e.g. premium funding),

which may reasonably be expected to influence the advice provided to you.

We explain these arrangements in more detail in this document.

It is important to note that when providing advice to you we always act in our client's best interest and have policies and procedures to properly manage conflicts of interest. You can ask us should you need more information.

5. WHO IS YOUR ADVISER?

Your adviser (and, if applicable, their employer) is an Authorised Representative of Insurance Advisernet Australia Pty Limited (IA). Enquires with respect to services that IA provides should be addressed to your adviser, whose details are as follows:

Adviser Name	David McDonald
Adviser ASIC Authorised Rep No.	1279490
Employer Name	HMD Insurance Pty Limited
Employer ASIC Authorised Rep No.	1292779
Address	Level 31, 100 Miller Street, North Sydney NSW 2060
Telephone	0432 417 002
Email	david.mcdonald@hmdi.com.au

Your adviser has considerable general insurance experience and they hold a Diploma in Financial Services (Insurance Broking).

6. CUSTOMER SUPPORT

We are committed to supporting clients who may be experiencing vulnerability. The vulnerability may be due to a range of factors including (but not limited to); age, disability, mental and/or physical health conditions, family and domestic violence, financial distress and other personal or financial circumstances causing significant detriment. We will do our best to identify any vulnerability, however, we encourage you to communicate with us and advise if you are experiencing vulnerability as we may not otherwise become aware of these circumstances if you do not tell us.

Where we identify that additional support or assistance is needed, we will work with you to find a suitable way to proceed, whilst at all times respecting your right to privacy and self-advocacy. This additional support may include seeking support from a third party, for example, a lawyer, interpreter or friend and we will make reasonable accommodations to allow for this. In some cases, we may be able to assist by referring you to people or services with specialist training and experience.

7. WHAT PRODUCTS & SERVICES IS YOUR ADVISER AUTHORISED TO PROVIDE YOU?

IA is committed to providing sound advice on your general insurance requirements which are based on your needs and our comprehensive market knowledge.

We offer a range of insurance and risk management services to assist you to protect your assets and liabilities.

We commit to undertake the following activities:

- conducting an analysis of your risk/needs and advise our recommendations on the correct covers required
- recommending the appropriate financially secure and stable insurers to match the risk
- recommending alternatives on your risk retention through various excess options
- recommending alternatives to pay premiums in monthly instalments (where reasonably available)
- prompt and timely servicing of your account to ensure you are adequately informed of issues that may affect you
- assisting with lodgement of insurance claims and follow up help you claim your entitlements.

IA is able to provide financial product advice and deal in a wide range of general insurance policies. Your Adviser is authorised to provide financial product advice for certain classes of general insurance including:

Home Building/Contents	Business / Professional
Motor Vehicle	Trades / Farm Package
Personal Accident & Illness	Property Damage
Directors & Officers Liability	Public Liability
Burglary / Money	Professional Indemnity
Travel	Cyber Liability

Your Adviser can recommend another IA adviser who can provide financial product advice for any other general insurance products not noted above.

To enable us to provide advice that is appropriate to your circumstances, we will need you to provide us with complete information about the risk(s) to be insured on our Risk Analysis document to ensure we correctly evaluate your situation, needs and objectives. You should also tell us about any relevant changes as they occur.

If you are unable or choose not to provide some information to us, our review will be incomplete and may not take into account all of your needs or circumstances. We may still give you advice, but in some cases we may also decide that it is not appropriate to give you advice without further information. You will need to assess the appropriateness of our advice, if given, to your needs before acting on it.

8. DOES YOUR ADVISER OFFER FINANCIAL SERVICES OTHER THAN GENERAL INSURANCE?

Your adviser is not authorised by IA to offer you advice in relation to any services other than general insurance products and services.

If your adviser offers you financial services in relation to any other financial services, your adviser is obliged to give you a separate Financial Services Guide in respect of those financial services and IA is not responsible for your adviser's conduct in respect of those other financial services.

9. WHO DO WE ACT FOR?

In our role as a general insurance broker, IA and your adviser ordinarily act on your behalf.

However, IA has arrangements with certain insurers authorising us to arrange and issue insurance contracts on their behalf, either under a Binding Authority or as a Coverholder. In these circumstances, we act on behalf of the insurer and not on your behalf. You will be clearly informed whenever this is the case.

We may receive remuneration from the insurer when acting under a Binding Authority or Coverholder arrangement in respect of insurance products we recommend. Such products will only be recommended where, based on our assessment, they are appropriate to meet your general insurance needs.

10. HOW WILL WE LOOK AFTER YOUR INSURANCE NEEDS?

You can provide us with instructions in person, by telephone or email or in writing however we may require your signature on our Risk Analysis document to ensure we have correctly assessed your situation and/or circumstances.

New Business

Contact us as soon as possible if you need cover for a risk or property that is not insured. If you need immediate cover, we can usually obtain an interim contract of insurance (which is generally valid for a month or less). To arrange this, we will need details of the property or risk and all other information that you need to disclose to the insurer.

We will then send you a proposal/risk analysis document for completion. You will need to complete and sign this and return it to us as soon as possible and before the interim cover expires.

We will send the original insurance contract documents as soon as they are issued correctly by your insurer. As these are legal documents, you should keep them in a safe place.

Renewals

Your insurer is obligated to give you at least 14 days' notice of expiry of any insurance contract. Your insurer will send a notice of renewal or non-renewal to us for insurance that we arranged or last renewed for you. We will promptly pass on renewal notices to you provided you have not notified us that you no longer wish us to act on your behalf.

At that time, we will send you the insurer's offer to renew the insurance contract and invoice you for the cost of the renewal. If the insurer does not offer to renew the contract, we will contact you. If you want to change the details of the cover, contact us as soon as you receive the renewal offer. If you wish us to renew the contract on your behalf, you must provide us with written instructions to do so and/or pay the premium and other charges (including our fees and charges) before the date shown on the invoice.

In some circumstances we may be able to arrange for the insurer to cover you temporarily before payment is received, but we cannot guarantee this.

If you arranged or renewed insurance directly with an insurer or through another broker, we will not be responsible for notifying you of expiry or arranging renewal unless you ask us to do so.

Variations
You should carefully monitor and review that your insurance contract is adequate to cover your assets or business activities.

If you want to vary any cover, e.g. by increasing the sum insured or adding other property, please provide us with details of the changes you require and any other information you need to disclose to the insurer.

We will try to arrange the variation with the insurer and, if accepted by the insurer, provide you with written confirmation.

In circumstances of new business, renewals, and variations we will promptly advise you if the policy coverage is accepted, declined, cancelled, or lapsed.

Claims
We will receive your claims notifications, assist, and advise you regarding the scope of cover and pass the information to the insurer.

If a loss adjustor is appointed, we will, with your permission, pass on your contact details and coordinate meetings. In the case of a major loss, we can attend the initial meeting with the loss adjustor if you wish us to.

We will promptly forward to you all claims documentation, insurance company settlement cheques and other information.

We will do our best to help you receive your full entitlements. If an insurer declines your claim, you will need to obtain legal advice from a qualified lawyer.

Your Contact Details
As we need to contact you from time to time, it is important that you give us details of any change of address or contact details. We will use the latest contact details we have and will be entitled to assume you have received our communications. If you do not update your details, your insurance coverage might be prejudiced.

11. WHAT FEES AND COMMISSIONS ARE PAYABLE FOR SERVICES?

You are entitled to know how and what we will charge for our services and what other benefits we receive.

IA's remuneration
As a general rule, we may be paid and retain a commission, when we arrange insurance on your behalf. The insurer will pay us an amount based on a percentage of the base premium of between 0% and 30%. In addition to a commission we may receive from insurers, we may also charge you fees and charges for providing financial product advice and arranging your insurance program. These fees and charges may include fees and charges we call an Adviser or IA service fee, an Adviser or IA administration fee, an Adviser or IA cancellation fee. An Adviser or IA variation fee or fees or charges we give other names.

We may also choose to rebate all or some commissions and charge you an Adviser or IA fee or charge based upon the nature of the service we provide.

Your adviser's remuneration
IA pays your adviser between 80% and 98% of the commission, fees and/or charges received by IA.

Your adviser may also be paid a salary and a bonus or incentives which are based on a number of factors including the achievement of IA's and his/her employer's corporate goals.

Example:

Base Premium	$100.00
Fire Services Levy	$30.00
GST	$13.00
Stamp Duty	$7.00
Total Premium	$150.00
Total Commission received by IA	$15.00
(assuming the insurer paid a commission rate of 15%)	
Commission paid to Adviser	$12.00
(assuming adviser commission rate of 80%)	

Our fees and charges will be clearly noted on your invoice.

Our fees and charges will include GST and some of our charges may be tax deductible.

If we hold your money in trust pending payment to the insurer, we also receive and retain the interest earned.

IA also provides the following "back office" functions for some Insurers:

- costs of data communication, data input and data management
- utilisation and development of our system software for premium rating and/or risk acceptance
- issuance and distribution of policy documents
- administration of premium collection and payments
- administration of claims and payments
- portfolio management.

For these services that are not normally part of the services provided to clients, IA may receive from relevant Insurers a distribution access fee.

As we have different arrangements with different insurers, we will provide you with specific information (usually in our SOA, FIRA, quotation or tax invoice) about the basis and amount of premium, statutory and similar charges and our fees and charges that you will be charged before or at the time we arrange your insurance.

Other
Some insurers may also pay IA a quality practice contribution to support the Insurer and IA to work together to develop and implement high quality (and improved) insurers services provided by the insurer and IA to you. These arrangements are negotiated by IA Head Office with certain insurers and our Advisers have no knowledge of these arrangements. If you require more information or an explanation of the above, please ask us.

IA and your adviser may receive indirect benefits such as business lunches, tickets to sporting and/or cultural events, corporate promotional merchandise and other unquantifiable minor benefits (soft dollar benefits). We will not accept any non-monetary remuneration where doing so could reasonably be expected to influence the advice we provide to you.

If a person has referred you to us, we may pay them a part of any commission, fees, or charges we receive.

These payments are not additional amounts that you are required to pay for your insurance.

Premium Funding
If we refer you to a premium funder and you enter premium funding arrangements with them, we may receive a fee for that referral or a commission which is a percentage of the amount funded excluding GST. The amount we receive varies depending on our arrangement. As a general rule, the premium funder will pay us an amount based on a percentage of the amount you borrow between 0.5% and 4%. In some cases, we have quality practice contribution arrangements with the premium funder to support the premium funder and IA develop and implement high quality (and improved) services provided by premium funder and IA to you. We may also receive soft dollar benefits from them.

Conflict of interest
Conflicts of interest may arise when some or all of your interests as our client are, or may be, inconsistent with some or all of our interests.

To manage this, we have a Conflict of Interest policy and procedure, including training and monitoring, to ensure we are aware of and can effectively manage any conflict of interest. IA, our staff and Authorised Representatives must comply with this policy and procedure.

Where a conflict is unavoidable, we will consult with you regarding steps to manage the conflict.

Our Associations and Shareholding:
IA is a member of the Austbrokers network of insurance brokers, and AUB Group Limited is a shareholder in our business. In some cases, we may refer you to or recommend the services of one of our related bodies corporate. For example, your insurance may be placed through an underwriting agency or another broker within the Austbrokers network, in which AUB Group Limited holds an interest.

Any such placement will be conducted on an arm's-length basis. As members of the same corporate group, we may indirectly benefit from any referral or recommendation, if it improves the group's performance. Importantly, any referrals made by your Adviser are made with your needs and interests as the primary consideration, and your Adviser does not directly benefit from any such referral.

Further information about our associations and shareholdings is available at www.insuranceadviser.net/our-associations

12. WHAT ARE OUR TERMS OF PAYMENT?

Invoices
We will invoice you for the premium, statutory and similar charges (e.g. stamp duty, fire services levy, etc) and any fees and charges we charge for arranging your insurances.

You must pay us within the date specified on the invoice or, in the case of a renewal, before the expiry date of the contract of insurance.

If you do not pay the premium on time, statutory and similar charges and our fees and charges 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.

Premium funding products enable you to pay your premiums and statutory and similar charges by instalments. We may refer you to a company that provides premium funding.

Cancellation
We cannot cancel a contract of insurance without written instructions from a person(s) who is authorised to represent each of the parties who are named as insureds in the contract of insurance. We cannot cancel any contract of insurance which is subject to the Marine Insurance Act 1909.

If a contract of insurance is cancelled before expiry of the period of insurance, we will pass on to you the net refund of premium (if any) we receive from your insurer. We will not refund our fees, charges, or commission for arranging the insurance.

We may also charge a policy cancellation fee. This fee will appear on your invoice as an Adviser or IA service fee or an Adviser or IA cancellation fee.

Minimum and Deposit Premiums and Cancellation
Some insurance contracts include a minimum deposit premium, a percentage cancellation fee or penalty, or a non-cancellation clause which may impact on the amount of return premium that you receive. This information should be contained in the Policy Document or Product Disclosure Statement. Please ensure that you read these documents before you make any decisions regarding the purchase of any insurance product and ask your adviser for more information to assist you in making your decision.

Premium Funding and Cancellation
While we may recommend and assist in arranging premium funding, it is a loan contract between you (or your business) and the premium funding company. As with any finance loan, there are associated costs and interest charges, which may not be refundable.

If your funded insurance policy is cancelled mid-term, whether by you or the premium funding company, any refund will be returned to the premium funder to offset the outstanding loan balance. Please note, there may be a shortfall between the refund amount and the remaining loan balance. This shortfall may include (but is not limited to) interest charges for the full term of the loan, as outlined in your contract. We recommend reviewing the terms and conditions of your premium funding contract to fully understand your obligations and the rights of the premium funding company.

13. PLEASE READ THIS ADDITIONAL IMPORTANT INFORMATION

Professional Indemnity Insurance
IA and our representatives are covered under professional indemnity insurance that complies with the requirements of section 912B of the Corporations Act.

The insurance (subject to its terms and conditions) covers errors & omissions arising from advice provided by us or our representatives and employees and will continue to cover claims in relation to us or our representatives and employees who no longer work for us (but who did at the time of the relevant conduct). The insurance will usually not cover work done by our representative or employee before they are appointed by us or after their appointment ceases.

If you require further information regarding our Professional Indemnity insurance, please contact our Compliance Officer.

Duty of disclosure / Duty to take reasonable care not to make a misrepresentation, and consequences of Non-disclosure and misrepresentation
Other than in the case of consumer contracts (as defined in Part IV of the Insurance Contracts Act 1984 (Cth) (ICA)), before you enter into a contract of insurance, you have a duty to disclose anything that you know, or could reasonably be expected to know that may affect the insurer's decision to insure you and on what terms. You do not need to tell the insurer anything that reduces the risk, or is common knowledge, or that the insurer already knows or should know as an insurer, or where the insurer has waived your duty of disclosure.

In the case of consumer contracts (as defined in Part IV of the ICA), you have a duty to take reasonable care not to make a misrepresentation to the insurer. This means you need to answer all questions honestly, accurately and completely, including where you provide information on behalf of another person.

Whichever duty applies, you owe the relevant duty to the insurer (both in respect of information about you and information you provide about others) up until the time the insurer agrees to insure you. You have the same duty before you renew, extend, vary or reinstate a contract of insurance.

You need to tell us if you have disclosed information in the application process and something has happened that makes that information no longer accurate, or new matters arise that would require disclosure under your duty. You must do this before the policy has been entered into (or renewed, varied, reinstated or extended as applicable).

If you are uncertain about whether or not a particular matter should be disclosed to the insurer, please contact us.

If you fail to comply with your duty of disclosure, or in the case of consumer contracts fail to take reasonable care not to make a misrepresentation in disclosing information to us, the insurer may cancel your contract or reduce the amount that it is required to pay you if you make a claim, or both. If your failure is fraudulent, the insurer may refuse to pay a claim and treat the contract of insurance as if it never existed.

Referrals
In some circumstances we may refer you to another service provider. In making any referral to a third party we do not advise or represent that their products and services are right for you and take no responsibility for the products and services they may provide to you. You need to make your own decision based on the information they provide.

Material Changes
You must also notify your insurer of any significant changes which occur during the period of insurance. If you do not, your insurances may be inadequate to cover you fully or to the extent that you intend.

We can assist you to do this for the purpose of altering your contract of insurance to reflect those changes.

Cooling Off Period – Retail insurance only
If a contract of insurance has been arranged on your behalf as a retail client and you decide that you do not need the contract, you may have 14 days, from the earlier of the date you receive confirmation of the contract and the date it was arranged, to change your mind. You must tell the insurer in writing that you wish to return the insurance contract and have the premium repaid.

If you do so, the insurance contract will be terminated from the time you notified the insurer and the premium will be returned. The insurer may retain its reasonable administration and transaction costs and a short term premium.

You cannot return the contract of insurance if it has already expired or if you have made a claim under it.

Privacy – What information do we maintain about you and how you can access it?
We are committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APPs). Where required, we will provide you with a Collection Notice which outlines how we collect, disclose, and handle your personal information.

You can also refer to our Privacy Policy available on our website www.insuranceadviser.net or by contacting us for more information about our privacy practices including how we collect, use or disclose information or how to complain in relation to a breach Australian Privacy Principles and how such a complaint will be handled.

You can check the information we hold about you at any time. For more information about our Privacy Policy, ask us for a copy or visit our website on www.insuranceadviser.net.

Sums Insured – Average and Co-Insurance
Some insurance contracts require you to bear a proportion of each loss or claim if the sum insured is inadequate to cover the amount of the loss. These provisions are called 'average' or 'co-insurance' clauses.

If you do not want to bear a proportion of any loss, when you arrange or renew your contract of insurance, you must ensure that the amount for which you insure is adequate to cover the full potential of any loss. If you insure on a new for old basis, the sum insured must be sufficient to cover the new replacement cost of the property. We are not valuers of property and cannot advise on the value of property you insure.

Interests of other Parties
Some insurance contracts do not cover the interest in the insured property or risk of anyone other than the person named in the contract. Common examples are where property is jointly owned or subject to finance but the contract only names one owner or does not name the financier.

Please tell us about everyone who has an interest in the property insured so that we can ensure that they are noted on the contract of insurance. Insurers who pay a claim will usually have a right to recover all or a contribution towards amounts paid by the insurer from anyone whose interest is not included in the insurance contract.

Waiver of Rights
Some insurance contracts seek to limit or exclude claims where the insured person has limited their rights to recover a loss from the person who was responsible for it. For example, some agreements (such as leases) disclaim or limit the liability of the other party (such as the lessor).

Please tell us about any contracts of this type which you have or propose to enter into.

Standard Covers
The Regulations to the Insurance Contracts Act set out standard terms for the cover which is provided by motor vehicle, home buildings, home contents, sickness and accident, consumer credit and travel insurance (including a minimum amount of insurance). If an insurer wants to alter these terms or offer less than the minimum amount of insurance, they must clearly inform you in writing that they have done so. They can do this by providing you with a Product Disclosure Statement or a copy of the insurance contract.

Unusual Terms
If an insurer wants to rely on a term in a contract of insurance which is not usually included in contracts that provide similar cover, they must clearly inform you in writing of that term. Again, they may do so by providing you with a copy of the insurance contract.

Legal Liability
In respect of this class of insurance, your cover does not extend to any liability you have agreed to accept unless you would have been so liable in the absence of such agreement.

Limit of Liability
The Insurer's limits of liability will not exceed the sum insured stated against each item in the Policy.

Utmost Good Faith
Every insurance policy is based on the premise of utmost good faith. This means that both you and the insurer must act towards each other with the utmost good faith. If you do not, your right to claim under the policy may be affected.

14. NIBA AND THE GENERAL INSURANCE BROKERS CODE OF PRACTICE

IA is a proud member of the National Insurance Brokers Association of Australia (NIBA) and are bound by their Code of Conduct.

We also subscribe to the General Insurance Brokers Code of Practice (the Code). The Code sets out standards for insurance brokers to follow when dealing with clients including requirements to inform clients of remuneration arrangements and any conflict of interest.

A copy of the Code is available at https://ialinks.net/NibaCode

15. WHO DO I CONTACT WITH ANY COMPLAINTS AND/OR DISPUTES?

If you are not fully satisfied with our services and/or your complaint is not satisfactorily resolved, please contact us by telephone, in writing or via our website:

Complaints Officer
Insurance Advisernet Australia P/L
PO Box 633,
NORTH SYDNEY NSW 2059

Phone: 1300 366 085

www.insuranceadviser.net

We will endeavour to resolve your problem openly and fairly and within 30 days.

If you are not satisfied, we subscribe to Australian Financial Complaints Authority (AFCA) complaints resolution scheme, which handles complaints against insurance brokers relating to a variety of small business and domestic processes. You can refer your complaint to the AFCA who will conciliate with a view to seeking a solution that is acceptable to both parties.

In some circumstances, a complaint or dispute may arise between you and the insurer. In such circumstances IA will assist you with details of the insurers Internal Dispute Resolution process and, if the dispute remains unresolved access to the Australian Financial Complaints Authority. If the dispute proceeds, you should obtain legal advice from a qualified lawyer.

Further Information about AFCA is available from IA and/or from www.afca.org.au or you may call them directly on 1800 321 678.

PRIVACY COLLECTION NOTICE

At Insurance Advisernet Australia Pty Ltd (IA) ABN: 15 003 886 687, we are committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APPs). This Privacy Notice outlines how we collect, disclose and handle your personal information (including sensitive information) as defined in the Act.

WHY WE COLLECT YOUR PERSONAL INFORMATION

We collect your personal information (including sensitive information) so we can:

- identify you and conduct necessary checks (including where required by the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 and other legislation);
- determine what services or products we can provide to you e.g our insurance broking services, insurance intermediary services, funding services, claims management services, risk management and other consulting services;
- issue, manage and administer services and products provided to you or others, including claims investigation, handling and settlement;
- improve our services and products e.g training and development of our representatives, product and service research and data analysis and business strategy development; and
- provide you with information and to tell you about our products, services or events or any other direct marketing activity (including third party products, services and events which we consider may be of interest to you).

WHAT IF YOU DO NOT PROVIDE SOME PERSONAL INFORMATION TO US?

If the required personal information is not provided, we or any involved third parties may not be able to provide appropriate services or products. If you do not provide the required personal information we will explain what the impact will be.

HOW WE COLLECT YOUR PERSONAL INFORMATION

Collection can take place by telephone email, or in writing and through websites (from data you input directly or through cookies and other web analytic tools).
Unless it is unreasonable or impracticable for us to do so, or as provided otherwise under this Privacy Notice or our Privacy Policy, we will collect your information directly from you or your agents.

We may obtain personal information indirectly and who it is from can depend on the circumstances. We will usually obtain it from another insured if they arrange a policy which also covers you, related bodies corporate, referrals, your previous insurers or insurance intermediaries, witnesses in relation to claims, health care workers, publicly available sources, premium funders and persons who we enter into business alliances with.

We attempt to limit the collection and use of sensitive information from you unless we are required to do so in order to carry out the services provided to you. However, we do not collect sensitive information without your consent.

If you provide us with personal information about another person you must only do so with their consent and agree to make them aware of this privacy notice.

WHO WE DISCLOSE YOUR PERSONAL INFORMATION TO

We share your personal information with third parties for the collection purposes noted above where it is reasonably necessary for, or directly related to, one or more of our functions or activities.

We do not use or disclose personal information for any purpose that is unrelated to our services and that you would not reasonably expect (except with your consent). We will only use your personal information for the purposes for which it was collected or as consented to.

We usually disclose personal information to third parties who assist us or are involved in the provision of our services and your personal information is disclosed to them only in connection with the services we provide to you or with your consent. We may also disclose it for direct marketing purposes.

These third parties can include our related companies, our agents or contractors, insurers, their agents and others they rely on to provide their services and products (e.g reinsurers), premium funders, other insurance intermediaries, insurance reference bureaus, loss adjusters or assessors, medical service providers, credit agencies, lawyers and accountants, prospective purchasers of our business and our alliance and other business partners.

These parties are prohibited from using your personal information except for the specific purpose for which we supply it to them and we take such steps as are reasonable to ensure that they are aware of the provisions of our Privacy Policy in relation to your personal information.

We also use personal information to develop, identify and offer products and services that may interest you, conduct market or customer satisfaction research. From time to time we may seek to develop arrangements with other organisations that may be of benefit to you in relation to promotion, administration and use of our respective products and services. We do not use sensitive information to send you direct marketing communications without your express consent.

Any personal information provided to us may be transferred to, and stored at, a destination outside Australia, including but not limited to New Zealand, Sri Lanka, Singapore, United Kingdom and the United States of America. Details of the countries we disclose to may change from time to time. You can contact us for details. Personal information may also be processed by staff or by other third parties operating outside Australia who work for us or for one of our suppliers, agents, partners or related companies.

When we send information overseas, in some cases we may not be able to take reasonable steps to ensure that overseas providers do not breach the Privacy Act and they may not be subject to the same level of protection or obligations that are offered by the Act. By proceeding to acquire our services and products you agree that you cannot seek redress under the Act or against us (to the extent permitted by law) and may not be able to seek redress overseas. If you do not agree to the transfer of your personal information outside Australia, please contact us.

MORE INFORMATION, ACCESS, CORRECTION OR COMPLAINTS

For more information about our privacy practices including how we collect, use or disclose information, how to access or seek correction to your information or how to complain in relation to a breach of the Australian Privacy Principles and how such a complaint will be handled, please refer to our Privacy Policy available at our website www.insuranceadviser.net or by contacting us (our contact details are below).

YOUR CONSENT TO THE ABOVE, CONTACTING US AND OPTING OUT

By providing us with personal information you and any other person you provide personal information for, consent to this use and these disclosures unless you tell us otherwise. If you wish to withdraw your consent, including for things such as receiving information on products and offers by us or persons we have an association with, please contact us.
By phone: 02 9954 1311
By email: reception@iaa.net.au
In writing: PO Box 633, North Sydney NSW 2059

Effective date: July 2018