

# Statement of services 2024



## We can provide you with the following services:

- ✓ Help you to identify and assess your risks
- ✓ We will conduct a needs analysis and assessment of your risks based on our industry knowledge and provide you with details of this assessment so that you are able to make informed decisions about your insurances based on our findings
- ✓ Give you advice and make recommendations to your insurance requirements
- ✓ Assist you to lodge and manage any potential claims;  
We will help you understand the claims process
  - We will keep you informed in a timely manner regarding the progress of claims
  - When we receive an insurers 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 declined or reduced by the insurer, we will act as a claims advocate on your behalf
  - We will advise you if an insurer seeks to negotiate a settlement of your claim
  - We will seek your instructions before agreeing to any settlement, or any decision that may compromise a claim outcome
  - If the insurer declines to pay a claim, we will explain the reasons for the insurers decision and outline what further steps can be taken, including steps to make a complaint and the requirements of that process
  - In the event you terminate our appointment as you insurance broker, we will agree to provide details of any claim(s) to your newly appointed insurance broker so they may continue to negotiate settlement on your behalf.
- ✓ During the renewal process, we will take reasonable steps to contact you at least fourteen (14) days prior to your insurance cover expiry date;
  - We will look to engage with you and provide advice on what is required in order to effectively remarket and renew your insurance program.
  - We will take appropriate, professional and timely steps to seek insurance cover terms and conditions advising you of available options (if any) for your consideration
  - We may not seek alternative quotes based on our assessment of your current programme, market knowledge and the current availability of cover in the market

## This process can include:

- ✓ Development and preparation of a proposal submissions for current and prospective insurers to help underwriters understand your risk and provide a suitable cover offering which is priced accordingly
- ✓ Negotiate these policy terms with underwriters/insurers to ensure we act in your best interests and obtain the broadest coverage available
- ✓ Review policy wordings
  - Confirm the placement and renewal of your insurance policies with insurers
  - Calculate, invoice, and pay premiums to insurers
  - Review your insurance agreements;
    - When you inform us about material changes to your circumstances
    - At the time of any schedule 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