

## Terms of Engagement

**OTTA Insurance** we will act on your behalf as an Insurance Broker.

### Our Team

OTTA Insurance supplies retail and wholesale Insurance products to customers, our team will deliver a high level of service by way of competitive product offering and highly trained and industry qualified staff.

### 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 manage 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 over 230 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 5% and 30% per cent of the premium paid (excluding relevant taxes, charges and levies) which is paid to us by the insurer. We may also charge a broker fee.

## 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.

## Payment Terms

You are required to pay outstanding premiums to Sphere Insurance Group within the time set out on our invoice. Payment of premium is usually due within 14 days from the invoice date.

## Our advice to you

### Personal Advice

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.

### General Advice

When making a recommendation, we may 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 for an indefinite period commencing on the date the policy / policies go in to force. This appointment may be cancelled by yourself or our office following a 30-day period. This decision can be made mutually or following gross misconduct of either party.

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

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