

Benton Insurance Brokers – Terms of Engagement

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AFSL: 402003 ABN: 30 060 314

Our Role as Your Insurance Broker

We act on your behalf in arranging and managing your insurance requirements unless otherwise disclosed. In cases where we operate under a Binder arrangement and represent the insurer, this will be clearly noted on your invoice or quotation.

Insurance Brokers Code of Practice

We adhere to the Insurance Brokers Code of Practice, which sets standards for professional conduct and service. A copy is available upon request or from the National Insurance Brokers Association (NIBA) at www.niba.com.au.

Our Services to You

As your appointed insurance broker, we will provide the following services:

- Quotation and Placement: Obtain insurance quotes from providers with whom we have established arrangements. (This may not apply where we act under a Binder.)
- Policy Negotiation and Renewal: Negotiate insurance terms and coverage annually, or as otherwise agreed.
- Coverage Arrangement: Arrange insurance cover based on your authorisation. In time-sensitive situations and where it serves your best interest, we may proceed with arranging cover unless instructed otherwise.
- Premium Funding Options: Where appropriate, we may offer premium funding options at the time of quotation. You may also request a funding quotation at any time.
- Claims Assistance: Assist in preparing, lodging, and managing insurance claims and advocate on your behalf throughout the process.
- Policy Changes and Cancellations: Implement changes or cancellations upon your instruction.

We maintain relationships with a wide range of insurers and underwriters to provide competitive and tailored options. Some insurers only deal directly with customers — we will advise if any such limitation affects your options. A full list of our insurance providers is available on request.

Where appropriate, and based on our market expertise, we may recommend retaining your current insurer if we believe the terms remain competitive. Additionally, we can assist with risk assessment, insurance planning, and mitigation advice — please note that additional fees may apply for these extended services.

Policy Cancellations

If you cancel a policy mid-term, any refund will reflect the net return premium from the insurer. Brokerage and broker fees for the original placement are generally non-refundable. A cancellation processing fee may also apply.

General Advice Notice

Our recommendations are of a general nature only and do not take into account your specific objectives, financial situation, or needs. You should consider the appropriateness of any advice provided before acting on it. For Retail Clients, it is important to read the relevant Product Disclosure Statement (PDS) prior to making a decision.

Retail Clients are defined under the Corporations Act 2001 and include:

- Individuals;
- Businesses employing fewer than 100 people (for manufacturing), or fewer than 20 people (for other businesses);
- When purchasing certain types of insurance, such as motor, home, contents, travel, and personal accident insurance.

Period of Engagement

Our appointment as your broker applies for the duration of the insurance policy noted in the attached invoice or quotation unless otherwise agreed. You may terminate this engagement at any time.

Our Remuneration

We are remunerated through:

- A commission from the insurer, typically ranging from 5% to 27% of the base premium (excluding taxes and charges), and/or
- A brokerage fee, payable by you, which will be disclosed before coverage is placed.

Changes to These Terms

We will notify you of any changes to our Terms of Engagement or services. Your continued instructions following such changes will confirm your acceptance.

Arcadia

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BENTON INSURANCE SERVICES PTY LTD ABN: 30 060 314 098 AFS LICENCE: 402003

We subscribe to and are bound by the Insurance Brokers Code of Practice. Please refer to the Benton Insurance Services website or links to our Financial Services Guide, Privacy Policy Statement, Target Market Determinations, Terms of Engagement and the Insurance Brokers Code of Practice. Important Notice: The contents of this email including attachments, may be privileged and confidential. Any unauthorised use of the contents is prohibited. If you have received the document in error, please advise us by telephone and then destroy the document. Arcadia Underwriting Agency Pty Ltd ABN 51 602 032 851 acts as an Authorised Representative (AR No. 471519) of Benton Insurance Services Pty. Ltd. (AFSL No. 402003 ABN 30 060 314 098) If any advice is provided, it will be general advice only and will not take into account your individual circumstances or financial needs