

### Our Remuneration

Our remuneration is based on your servicing requirements outlined in our Financial Services Guide and Terms of Business Agreement.

WTW will earn brokerage paid by insurers out of the premium payable to them on the placement of your policy, and this brokerage does not exceed the ranges of brokerage as set out in our Financial Services Guide (see Important Notices). There is no brokerage payable on any of the taxes or statutory charges that form part of the Total Due amount shown on your tax invoice(s), (usually referred to as Fire Brigade Levy, Stamp Duty and Goods and Services Tax). These taxes and statutory charges are always shown separately on each tax invoice you receive from us, and are paid to the statutory authorities concerned either directly by WTW or via the Insurers.

We may also charge policy administration or broker fees on each policy. The amount will be shown clearly on each tax invoice. Total amounts in the premium summary table in this quote are inclusive of all fees. We are able to provide a breakdown if required.

If you were introduced to WTW by a third party, we may share some of our remuneration with that third party in recognition of the introduction and services they may provide to us in relation to your business. We confirm that the overall remuneration has not been increased to allow for any such sharing.

### General Advice Warning

We have not obtained quotations from any other Insurers. Our recommendation is based on the Insurers' policy coverage, pricing, claims handling service, our knowledge and experience of the market segments and consideration of the insurance contracts previously arranged in such segments. Please note we are not contractually bound in any way to only provide and recommend the terms of these insurers.

We are providing you with general advice only and not personal advice. We have not taken into account your objectives, financial situation or needs before acting on this advice. You should therefore consider the appropriateness of this advice in light of your own objectives, financial situation or needs, before acting on this advice.

We request that you review the enclosed documentation together with your Product Disclosure Statement/s (and Insurance Policy Wording/s) for these insurances when considering whether the cover, conditions and other terms of insurance continue to meet your requirements (including your needs, objectives and financial situation). The Insurer's Product Disclosure Statement contains important information about the features of this policy and your rights and obligations as a policyholder (including the cooling off period and how to access the dispute resolution system of the Insurer). The Product Disclosure Statement/s were given to you when you originally applied for or last renewed the policies. If you require more copies, please do not hesitate to ask us.

### Your Duty of Disclosure

You and everyone who is insured under insurance must comply with the duty of disclosure. Make sure you explain the duty to any other insured's you apply on behalf of. The duty requires you to tell the Insurer certain matters which will help it decide whether to insure you and, if so, on what terms. The duty applies when you first apply for your policy and on any renewal, variation, extension or replacement of the policy.

The type of duty that applies can vary according to the type of policy. If we act on your behalf, to assist us in protecting your interests, it is important that you tell us every matter that you know or a reasonable person in the circumstances could be expected to know, is relevant to the Insurer's decision whether to insure you and, if so, on what terms.

If we act on behalf of the Insurer, you need to refer to the policy which will set out the duty that applies. When you answer any questions asked by the Insurer, you must give honest and complete answers and tell the Insurer, in answer to each question, about every matter that is known to you and which a reasonable person in the circumstances could be expected to have told the Insurer in answer to the question.

Examples of matters that should be disclosed are:

- any claims you have made in recent years for the particular type of insurance;
- refusal by an Insurer to renew your policy;
- any unusual feature of the insured risk that may increase the likelihood of a claim.

If you (or anyone who is insured under the policy) do not comply with the duty, the Insurer may cancel the policy or reduce the amount it pays in the event of a claim. If the failure to comply with the duty is fraudulent, the Insurer may treat the policy as if it never existed and pay nothing.

### Do you have any questions? Please Contact Us:

Phone: 1800 335 014 | Email: [WTW.Post.Insurance@WillisTowersWatson.com](mailto:WTW.Post.Insurance@WillisTowersWatson.com)