

---

## Terms of Engagement

We are pleased to confirm our Terms of Engagement, which details how and on what terms we will manage your general insurance needs.

In regard to the placement of your insurance policies, we will act on your behalf as an insurance broker.

We are an Authorised Representative of PSC Connect Pty Ltd t/as PSC Network Insurance Partners  
ABN 23 141 574 914 AFS Licence No 344648

### **Our Contact Details - Morgan Insurance**

**Addresses:** 65 Sale St, Orange NSW 2800  
47a Macquarie St, Cowra NSW 2794  
Level 24/207 Kent St, Sydney NSW 2000

**Telephone:** 02 6342 4861

**Email:** [Admin@morganinsurance.com.au](mailto:Admin@morganinsurance.com.au)

### **Our Services**

As your insurance broker, we provide the following services:

#### Pre-placement services

- Help you identify and assess your risks and develop a proposal to submit to a potential insurer/insurers
- 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 with you
- 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 to you. We have arrangements with various insurers and underwriters, which enables us to find the right insurance product for you.

### **Continuity of Cover**

It is important that you maintain continuity of cover. Accordingly, if a contract of insurance falls due and we are unable to contact you, we will automatically arrange for the policy to be held covered (or renewed if necessary), however there may be insurance contracts that we will need a proposal form or declaration completed by you and returned to us in order for renewal terms being considered and offered by the Insurer. If this is the case we will advise you in advance of the policy expiry. If you do not require the cover, we do ask that you tell us as soon as possible. A short-term premium may apply. Please tell us if you do not wish us to provide this service.

### Remuneration

Unless we tell you otherwise, we will be remunerated by commission from the insurer when you enter into an insurance contract that we arrange (this includes renewal and some variations). The commission is a percentage of the premium (excluding government charges, levies and taxes). We may also charge you a broker fee which will be shown on your policy invoice.

### Informed Consent

Consistent with our commitment to transparency and as required by law, we are seeking your informed prior consent to receive commission in relation to the general insurance products we have recommended to you.

The Commission we will receive from the insurer(s) is included in the premium paid by you. It is part remuneration for the advice and ongoing support we provide in relation to your insurance needs, as set out in our Terms of Engagement. For your understanding the details of the Commission are as follows:

<b>Current Insurer</b>	<b>Annualised % of Base Premium</b>	<b>Frequency Paid</b>
Various	0 to 30%	Annually

If it's in your interest, we may recommend that renewal of your policy is placed with an alternative insurer (you can find the list of alternative insurers with whom we may place your policy by visiting [Insurer Partners](#) or by asking us for a copy). Each of these insurers pay a rate within the band provided above. The name of the selected insurer and the exact dollar figure of the amount of commission we receive will be disclosed in our tax invoice.

### Your Consent

We ask for your consent to be paid by the relevant product provider the Commission set out above. You can provide your approval by calling or emailing us, or alternatively, please sign the section below and send to [insert postal address]. Your consent is irrevocable and will apply to all new policies and future renewals, endorsements and variations of general insurance retail policies placed by us unless there is a material change in the rate of commission.

*I/we grant our informed consent to the above rate of commission being paid to you.*

*Client's signature:* \_\_\_\_\_

*Date:* \_\_\_\_\_

### **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. A broker fee may be charged to process the cancellation.

### **Payment Terms**

You are required to pay outstanding premiums to our office within the time frame set out on our invoice.

### **Our advice to you**

We are authorised to advise you about and arrange general insurance products. For retail clients, we will provide you with advice which takes into account 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.

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 subscribe to and are bound by the Insurance Brokers Code of Practice, a full copy of which is available from the National Insurance Brokers Association (NIBA) website – [www.niba.com.au](http://www.niba.com.au).

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