 

# **Statement of Services**

Tony Jordan Insurances

##



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# **Introduction**

# We are a leading general insurance intermediary and risk management consultancy and offer transactional and/or advisory services for your insurance requirements.

# We are committed to always prioritising your interests in providing services to you.

# As such we:

# Listen to you and only recommend products that we feel meet your needs and explain why.

# Will only recommend products from providers who are considered financially stable

# Strongly believe in ethical behaviour and doing the “right thing”.

# We support and abide by the Code of Professional Conduct for financial advice services.

# We are focussed on our professional development to ensure we maintain competence, knowledge, and skill for giving insurance advice.

# We are an Authorised Representative of Community Broker Network, a professional body

# This document sets out the terms under which we provide services to our customers as well as the co-operation and responsibilities required from our customers. These terms apply until they are varied by mutual agreement.

# **Who We Are**

We are a General Insurance Broking and Life Insurance Advisory business that has been operating for more than 30 years in Sydney and the Blue Mountains with branch offices on the Gold Coast, Brisbane and Jindabyne.

Our clients are the focus of everything we do, from providing exceptional client service, to offering innovative and value-added advice, products and claims support. Whilst we pride ourselves on our personal service, we also have the backing of the largest broker network in the country, the CBN Steadfast network and we are members of NIBA, the National Insurance Brokers Association.

Our Services include:

* All types of general insurances including:
	+ Business; Public Liability, Commercial Property, Heavy Vehicle, Motor Fleet, Plant & Equipment, Business Interruption, Marine Transit, Construction, Professional Indemnity
	+ Farm; Farm Pack, Plant & Equipment, Farm Liability, Crop Insurance, Livestock Cover
	+ Personal; House & Contents, Motor Vehicle, Travel, Caravan, Boat, Landlords including AirBNB.
	+ Alpine lodges and Chalets including Ski Clubs & Lodges, Over-snow vehicles
* Risk Insurance and Financial Advice
	+ Risk insurance; Income Protection, Trauma Cover, Life Insurance
	+ Financial Planning

Tony Jordan Insurances

ABN 67 606 780 803

AR No. 448025

AR of Community Broker Network Pty Ltd ABN 60 096 916 184 | AFSL 233750

# **Your Broker & Service Team**

At **Tony Jordan Insurances**  we recognise it is the service and efforts by our people that make us successful and build the relationship with our clients.

Our Team is comprised of highly passionate industry professionals, who are committed to delivering our services professionally and consistently.

Our approach to service involves our commitment and will include the following people that you are invited to contact should you need their assistance.

Our team are available to assist you Monday to Friday 8.30am – 5.00pm

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Role | Email | Phone Number |
| Chris WilliamsVicky WilliamsAR 448025 | Business Management/Marketing/SalesDirector | chrisw@tjinsurances.com.auvickym@wgib.com.au | 0497 840 8900412 666 181 |
| Lianne Kirk AR 1247408 | Senior Account Manager | Lianne.kirk@wgib.com.au | 0431 131 531 |
| Chris RedlichIain Stanley | Claims ManagerFinancial Adviser | Chris.tj@wgib.com.auIain.stanley@parrallaxfinancial.com.au | 0419 002 2570421 556 368 |

# **Insurance Broking Services**

* + We will negotiate with insurers on your behalf and will keep you informed of any significant developments.
	+ We are not bound to use any particular insurer. We will advise you of those with whom we propose placing your insurance and will also advise you of any change of insurers after the insurance has been placed. Unless you advise us to the contrary, each insurer with whom we place your insurance will be deemed acceptable to you.
	+ As soon as practicable after placing insurance on your behalf, we will provide you with evidence of that placement.
	+ We take no responsibility for the adequacy or accuracy of policies arranged for you by any other broker or direct insurer. If required by you, we will review these policies and will advise you of the outcome and make such recommendations, as we consider necessary.
	+ We will draw your attention to our statutory or regulatory obligations applicable to any insurance that we arrange for you on your local and overseas (if any) assets and operations.
	+ Once premiums and related statutory charges have been paid to us, we will arrange for their disbursement to insurers and the appropriate authorities.
	+ We will hold review meetings with you as and when required. At those meetings we will report on matters relating to the insurance programme and will gather information regarding any changes in your business that could affect your insurance.

# **Remuneration**

As we act on your behalf unless we expressly tell you otherwise, our remuneration structure is based on fee for service as paid by you and is offset by commission as paid to us by the insurer.

All of this is disclosed in our Financial Services Guide (FSG) which is included and can be found at: [Insert your Broker FSG link here]

For each insurance product the insurer will charge a premium that includes any relevant taxes, charges and levies.

* We receive a commission based on a percentage of this premium (excluding relevant taxes, charges and levies) which is paid to us by the insurers. We will also charge you a broker fee for arranging your insurance. These will all be shown on the invoice that we send you.
* You can choose to pay by any of the payment methods set out in the invoice. You are required to pay us within the time set out on the invoice.
* If there is a refund or reduction of your premium as a result of a cancellation or alteration to a policy or based on a term of your policy (such as a premium adjustment provision), we will retain any fee we have charged you.
* We will also retain commission depending on our arrangements with the insurer.
* Any fees that we charge you will be based upon the type of insurance we arrange. This fee is payable in addition to the premium.

# **Our Service Model**

An overview of the services that Tony Jordan Insurances will provide are shown below. After appointment as your broker, we will discuss the process and your requirements and tailor the approach as required.

## Service Plan

### ADVISORY

* Day to day service and assistance on all matters relating to risk and insurance
* Analysis of impact of changes in business on insurance program
* Review and provide advice on insurance implications of third-party contracts, leases and agreements
* Provide updates on general insurance issues and impact of any legislative changes/developments
* Advice on insurance market developments and trends identifying any impact on client
* Regular review meetings as agreed

### INSURANCE PROGRAM

#### Risk Review

* Conduct renewal strategy sessions to determine objectives and strategy
* Uninsured risk review
* Design appropriate insurance program that meets clients risk profile
* Collect Risk information

#### Design and Placement

* Develop a detailed renewal timetable
* Prepare and deliver renewal submissions to selected insurers
* Negotiate and select insures based on price, security and proven industry sector knowledge and experience
* Provide detailed renewal report containing options on cover and pricing with recommendations
* Ensure contract certainty at or prior to renewal date

#### Post Renewal

* Issue invoices reflecting premium allocation
* Provide summaries of cover, certificates and other required information
* Provide a Premium Funding option
* Ensure remittance of premiums to insurers within credit terms
* Provide accurate policy documents within 30 days of renewal

### GENERAL CLAIMS

* Provision of general claims advice and claims management
* Assist in establishing claims reporting procedures
* Claims advocacy indemnity and reserves
* Litigation Management
* Under deductible claims management (additional fee may apply)

# **Service Standards**

As part of our commitment to quality we undertake to provide a timely service and avoid any undue delay. Please find following an overview of our services standards, which we propose as KPI’s for discussion and agreement.

## Service Standards

|  |  |
| --- | --- |
| ACTIVITY  | STANDARD (DAY = WORKING DAY) |
| Renewal: |  |
| Pre-renewal review meeting/call/email | 5-8 weeks before renewal  |
| Information gathering | 5-8 weeks before renewal  |
| Obtain quotation/negotiate terms and conditions | 4-5 weeks before renewal |
| Presentation of terms to you | 3-4 weeks before renewal  |
| Agree basis for renewal | 2-3 weeks before renewal |
| Arrange cover and confirm placement  | 2-3 weeks Prior to renewal |
| Administration: |  |
| Reply to your routine correspondence | Within 3 days. *(If a detailed reply cannot be given within this period, an acknowledgement will be sent)* |
| Reply to your urgent correspondence | Within 24 hours |
| Instruct insurers of any new or amended cover | 4 hours upon receipt of instruction  |
| Issue acknowledgement of new or amended cover | Within 5 days |
| Issue invoices | Immediately after obtaining confirmation of cover form your insurer  |
| Issue certificates of insurance | Within 5 days of cover inception or to comply with legal requirements |
| Issue policy documents/endorsements | Within 30 days of receipts |
| Statement of account | Monthly when necessary |
| Claims: |  |
| Process general claims correspondence to/from insurers | Within 3 business days of receipt |
| Process claims correspondence requiringdetailed consideration | Acknowledge within 3 business days of receipt |
| Issue supply of claim forms for all covers | At notification of claim |
| Forward insurers’ claims payments to you | Immediately  |
| Major claim incident – client visit, as required | Within 48-72 hours from notification |

# **Claims Management**

We are committed to achieving the best outcome for you from every claim on policies arranged or reviewed by us during our appointment.

We will:

* + assist you with the preparation of claims.
	+ act as your advocate in negotiations with insurers or their legal advisors.
	+ regularly review and pro-actively manage your claims.
	+ provide you with records and analysis of claims as required.
	+ if you terminate our appointment, we will not continue to provide services in relation to any notified claims or circumstances.
	+ At all times, we act as an advocate for our clients, and this includes ensuring optimal claims outcomes.

Our standard process for claims management includes the following:

## Notifying us of a Claim

Upon discovering a loss, you can report to Tony Jordan Insurances in several ways:

**Call:** 0419 002 257

**Email:** chris.tj@wgib.com.au

## Claims Process for a General Claim

The Claims Officer/Broker will assist you by:

* Facilitating the speedy lodgement and finalisation of all claims;
* Including but not limited to assisting you to minimise any loss and to re-establish your business;
* Keeping in contact with you throughout the claim process and where necessary meeting with the client, Senior Claims Officer and/or assessor to discuss the claim

## Emergencies

As our office is only open Mon-Fri 8.30am to 5pm if you need emergency services to assist with safe keeping your property after a loss please contact your insurer immediately – you will need your policy details otherwise call 0497 840 890.

# **Your Cooperation**

# To perform our service efficiently, we will need your co-operation, particularly the timely provision of information

# We will rely on you to advise us of any change in your business that might affect your insurance programme. This may include acquisitions, disposals, mergers, sale of principal assets, or material changes to business operations.

# While we will assist you with the completion of proposals and other forms of application for insurance, we cannot accept responsibility for the accuracy of their contents, nor can we sign the insurance proposals on your behalf.

# After receiving your insurance documents from us, you should read and check them, then advise us promptly of any discrepancies or anything that does not meet your expectations.

# While we may prepare underwriting information on your behalf, the legal obligation to disclose all material facts rests with you. You must tell the insurer, before each policy starts and renews, about anything a prudent insurer would want to take into account when deciding whether to insure you, and if so, on what terms. Please provide this information to us. If you do not provide us with full information, we cannot properly advise you and you could breach your duty of disclosure.

# Should a circumstance or event occur which could result in making an insurance claim, you should advise us of the details as soon as possible. Failure to advise such actual or potential claims, may prejudice your rights under an insurance policy

# **Complaint Procedure**

If you have a problem, concern or complaint about any part of our service please refer here for more information complaince@cbnet.com.au (check this)

# **Privacy Statement**

We are committed to protecting your privacy. Please refer to our privacy statement [here](https://www.cbnet.com.au/privacy/).

# **General**

* Prior to the renewal of your insurance policies, we will discuss with you any changes in our service as may be appropriate for the ensuing year.
* Our obligation to provide services to you will end when our appointment is cancelled. You can cancel our appointment by notice in writing to us.
* Upon notice of cancellation of our appointment we will:
	+ immediately withdraw from all negotiations in progress at that time, including but not limited to renewal negotiations for any insurance falling due within the period of notice.
	+ take no further action in relation to any current or ongoing claim for which we are acting on your behalf, unless we have agreed to a separate claim servicing agreement.
	+ we will keep all information about your business confidential, and except where necessary for the purpose of providing services to you, will not disclose it to any third party without your consent. This undertaking does not apply to information which is already public knowledge