

## IMPORTANT CLIENT INFORMATION

### Duty of Disclosure

When you enter into a contract of insurance you have a legal duty to disclose to the insurer all facts that are material to the risk. This would include all information you know or could reasonably be expected to know that would influence the judgement of a prudent insurer in accepting or declining an insurance risk or in fixing the premium or terms or conditions of the contract. This duty of disclosure arises not only when you enter into a contract of insurance but also when you renew, extend, vary or reinstate a contract of insurance.

Examples of information that would need to be disclosed include:

- Any change in circumstance which could increase the risk of an insurance claim;
- Any criminal or traffic offence or conviction;
- Any cancellation, refusal to renew insurance, or imposition of special terms by another insurer;
- Any insurance claim you have made in the past.
- Failure to comply with your duty of disclosure may entitle an insurer to void any contract entered into from inception and could lead to claims not being met. If you are uncertain about whether or not a particular matter should be disclosed to an insurer please contact your broker.

### Insurance Claim Requirements and Fraud

When you become aware of an event causing, or likely to cause a claim under an insurance policy you should:

- Take prompt steps to minimise the loss or damage;
- Take reasonable steps to protect the property from further loss or damage;
- As soon as practical notify your broker or the insurer;
- Inform the police if you suspect a criminal act has occurred;
- Within 30 days or as soon as practical thereafter, submit full particulars of the claim in writing to your broker or the insurer;
- If an insurance claim is fraudulent in any way it is possible that all benefits under the policy will be forfeited.

### Fair Insurance Code

The Fair Insurance Code is a code of practice that sets minimum service standards for insurance companies and describes the responsibilities that you and your insurance company have to each other. Your insurer, when a member of the Insurance Council of New Zealand, is committed to complying with the Fair Insurance Code. A full copy of the Code is available at [www.icnz.org.nz](http://www.icnz.org.nz).

### Your Privacy

As your insurance broker, we are committed to protecting your privacy. We use information you provide to advise you about and arrange your insurance requirements. We only provide your information to the companies with whom you choose to deal with and their representatives. We do not trade, rent or sell your information. If you don't provide us with full information we cannot properly advise you and you could breach your duty of disclosure. You can check the information we hold about you at any time. Please contact your broker or see our website for more information about our Privacy Policy.

### Complaints

If you have a problem, concern, or complaint, please tell us so that we can try to fix the problem. Please use the broker contact details on this document and include the nature of your complaint if you choose to write to us. If we cannot agree how to fix your complaint you can contact an independent service that will cost you nothing. Their contact details are available from your broker or see our website for more information.

### Your Broker's Remuneration

Your broker's remuneration, for the services provided, will be in the form of a commission paid by the insurer or an annual fee agreed with you. To enable us to afford a high level of administration and office services, we may also charge an administration fee which will be shown separately on the invoice. The insurer may also pay us or NZbrokers Management Ltd an amount in addition to the commission or fee that we receive for services and support we provide to them in connection with insurance we arrange for you and other clients.

### Membership of NZbrokers

Your broker is a member of NZbrokers. NZbrokers is a collaborative group of New Zealand owned and operated professional insurance brokers. Each member is able to benefit from the size and capability of the national group while retaining their independence and local focus. Membership of NZbrokers provides your broker with access to an extensive range of insurance broker services and efficiencies, improved policy coverage, and broader geographic resources. More information about NZbrokers is available at [www.nzbrokers.co.nz](http://www.nzbrokers.co.nz)