Terms of Engagement

For all classes of insurance placed on a client's behalf, Andrews Insurance Services Pty Ltd acts on the client's behalf as an insurance broker.

Our insurance brokers

Martin Dalrymple
Angela Reid
Robert Newland
Adam Dalrymple
Jaime Cumbo

Services

Help identify and assess risks and develop proposals for potential insurers. Where possible, provide advice on risk mitigation and management strategies. Seek insurance quotations, negotiate coverage and renewals, and seek to bind coverage when authorised. Obtain and provide premium funding quotations where required. Assist in preparing and managing claims and advocate during the claims process. Facilitate policy changes and/or cancellations in accordance with client instructions.

Approaching the market

We will seek quotations from the broader general insurance market before making a recommendation. Andrews Insurance Services has arrangements with approximately 60 insurers and underwriting agencies.

Remuneration

In return for the services we provide, Andrews Insurance Services may receive a commission from the insurer. Commission is usually between 0% and 30% of the premium paid, excluding relevant taxes, charges and levies. Alternatively, a fee may be charged in lieu of commission and agreed prior to placement. Depending on the arrangement, Andrews may receive commission and also charge a fee.

Policy cancellation and payment

If cover is cancelled before expiry, Andrews reserves the right to refund only the net return premium received from the insurer and may not refund brokerage and/or broker fees. A broker fee may be charged to process cancellation.

Outstanding premiums are required to be paid within 30 days of the invoice date or within the payment period specified on the invoice.

Payment Terms

You are required to pay outstanding premiums to Andrews Insurance Services Pty Ltd within 30 days of the date of Invoice or the time set out on our invoice.

Our advice to you

When making a recommendation, we will not take into consideration your personal objectives, financial situation or needs. Before taking action, consider whether the advice is appropriate having regard to your individual circumstances. Obtain and read the relevant Product Disclosure Statement and applicable policy documentation before making a decision.

Period of engagement / FSG

Unless otherwise agreed, our appointment is for one year commencing at the inception date shown on the relevant invoice and may be cancelled in writing with 30 days' notice. Andrews also provides a Financial Services Guide containing important information about our licensed status, disclosure obligations, conflicts, professional indemnity arrangements, complaints procedures and privacy policy.