

# TERMS OF ENGAGEMENT

Findura Pty Ltd  
January 2026

## Terms of Engagement

Findura Pty Ltd T/as Findura Insurance & Risk Solutions (Findura) is an Authorised Representative of Community Broker Network Pty Ltd.

## Our Advice to You

When providing advice we will take into consideration your personal objectives, financial situation and needs before making a recommendation. In order to provide this advice, we rely on you to provide accurate and complete information.

## Our Services

Your adviser will provide the following services:

### Pre-Placement Services

- > Help you identify and assess your risks and develop a proposal to submit to potential insurers.
- > Advise or make recommendations as to your insurance requirements.
- > Providing advice on risk mitigation and management strategies.

### Insurance placement and premium financing

- > Seek insurance quotes (we will seek quotes from the broader general insurance market before making a recommendation).
- > Negotiate policy coverage and policy renewal annually or as otherwise agreed.
- > Seek to bind coverage where you have authorised us to do so (except in urgent circumstances where unless you instruct us otherwise, we may choose to bind insurance on your behalf if we consider that it is in your best interests).
- > Obtain and provide a quotation for premium funding, if required.

### Post-placement services

- > Prepare and manage claims if an insured event occurs, including keeping you informed in a timely manner throughout the claims process.
- > Advocate on your behalf during the claims process.
- > Facilitate policy changes and/or cancellations as per your instructions.
- > Contact you at least fourteen (14) days prior to your insurance cover expiry date to engage you on the next steps to be taken prior to the expiry of the policy. We will seek insurance cover terms and conditions and advise you of available options (if any) for your consideration.
- > Calculate, invoice and collect the premiums.
- > Review your insurance arrangements as required (when you inform us about material changes to your circumstances, or at the time of any scheduled reviews agreed with you, or upon renewal of your insurances).

## Approaching the Market

We will seek quotes from the broader general insurance market before making a recommendation when appropriate. We have arrangements with a panel of insurers and underwriters, which enables us to help find the right insurance

## Remuneration & Consent

**IMPORTANT** – If you are a retail client, it is a requirement of the law that we obtain your informed consent before we receive payment of any insurance commission for the policies that we arrange for you. Once you provide your consent it is irrevocable. By agreeing to the attached terms of engagement you will be providing your informed consent to us receiving insurance commission for the policies (including any renewals) that we arrange for you. It is important that you read and understand the information attached. We will not proceed any further until you give your informed consent to us.

If there are changes to your policies during the policy terms or at renewal of your policy, we will seek agreement from you to vary your consent where it is necessary to do so and by providing this consent you agree the parties can do this by agreement.

Before agreeing to these terms of engagement and providing your consent for us to receive commission, you should read carefully the information in these terms of engagement to understand:

- > the rate of commission we may receive and the frequency of that commission; and
- > the services that we provide,

In return for the services we provide, we will receive a commission usually between 0 and 26.5 per cent of the premium paid (excluding relevant taxes, charges and levies), which is paid to us by the insurer. In addition, we may also charge a Service Fee, payable by you.

All fees payable for our services will be advised to you at the time of providing the advice or service and prior to placement.

- > When we give you General Advice, full commission and fee information (including dollar amounts) will be provided to you.
- > If you are a Retail Client and we give you Personal Advice, all commission and fee amounts will be included on any relevant invoices.

## Remuneration

In return for the services we provide, we will receive a commission usually between 0 and 30 per cent of the premium paid (excluding relevant taxes, charges and levies) which is paid to us by the insurer. In addition, we may also charge a Service Fee, payable by you.

All fees payable for our services will be advised to you at the time of providing the advice or service and prior to placement. If you are purchasing a retail product, all commission and fee amounts will be included on any relevant invoices.

## 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) where allowed by your insurer.

If you do not require the cover, we 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.

## Policy Cancellation

We can only cancel a contract of insurance on the written instructions of a person authorised to represent each of the parties who are named as insureds. We cannot cancel any contract of insurance which is subject to the Marine Insurance Act 1909.

Where a policy is cancelled before the period of insurance has ended, we will usually retain the commission on any

return premium involved. 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 commission 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 Findura within our payment terms as set out on our invoice.

If you do not pay the premium on time, the insurer may cancel the contract of insurance and you will not be insured. The insurer may also charge a short-term penalty premium for the time on risk.

## Period of Engagement

Unless we agree in writing otherwise, our appointment relating to this Terms of Engagement commences at the time the policy is put in place. This appointment may be cancelled by yourself/yourselves or by at any time by providing 30-days written notice. Our appointment is exclusive and replaces the appointment of your current broker.