

## OUR TERMS OF BUSINESS IN ARRANGING YOUR INSURANCE

### **Code of Conduct**

John Baker Insurance is a division of Aon New Zealand Ltd, which being part of a global insurance business, operates a strict Code of Conduct concerning its clients, staff and market ethics and professionalism.

### **What Types of Insurance can we arrange?**

We provide insurance covers on various general insurance classes, including Business Insurance, Liability Programs, Domestic Insurances (House Dwelling and Contents, Lifestyle Block, Vehicles, Boats and Travel), Commercial Marine, Transit, Contractors Covers, Professional Liability, Directors' and Officers' Liabilities and our Motor Cycle Insurance Schemes. Through other Aon departments we can also advise on Life Insurance and Healthcare Insurance, Superannuation and Kiwi Saver (via our Aon Saver product)

### **Whose Products do we offer?**

As an independent insurance broker we offer a range of products and services from our various insurers and third party providers. We are not tied to a single insurance company or underwriter when arranging your insurances. Therefore we will advise and make recommendations to you after we have assessed your needs and requirements. We also offer Premium Funding options.

### **What do you pay us for our services?**

John Baker Insurance usually receives a commission from the Insurer or underwriter on insurances placed with them and this is included in the premium quoted. Such commission pays for the provision of the insurance advice and placement, claims handling and settlement, the monitoring and amendments of insurance throughout the duration of the policy, provision of Coverage Summaries and Policy Documents, renewals, risk management services and the provision of the payments options. John Baker Insurance also applies document and administration charges which are included in the premium quoted. These pay for additional services such as after hour assistance, toll-free calling outside Auckland, pre-paid envelopes, duplicate policies / Certificates of Currency, regular visits to Commercial Customers, access to exclusive covers arranged by John Baker Insurance which require on-going negotiation with Insurers and Underwriters, and in certain circumstances, claims actually settled in-house rather than by such Insurers or Underwriters. Where policies are cancelled mid-term John Baker Insurance also reserves the right to retain all annual commissions and fees applicable to such policies.

### **What to do if you have a Complaint**

Either ring us or write to Head of Broking Services at our normal address detailing your grievance. We will then investigate the problem and report back to you on any issues arising or remedies that may be appropriate.

If you are not satisfied with how the insurer has dealt with your claim, and the claim relates to a personal policy or a 'small business' claim, then you may be able to contact the Insurance and Savings Ombudsman (04 499 7612) once existing avenues of complaint have been exhausted.

### **Your Duty of Disclosure**

Please remember you must declare all facts to an Insurer or Underwriter that may influence their decision to accept a risk or the level of premium to be charged. Failure to declare such 'material facts' can lead to your policy being void. Please therefore advise us immediately of changes or alterations in risk that occur during the period of insurance. Renewal is also a time to declare any changes in such information. If you are in doubt whether a fact is 'material' please contact us.