

Not Independent

We are not independent, impartial or unbiased because we or our representatives or associates may:

- receive remuneration or other gifts or benefits from the issuer of the product you buy (e.g. commission that we retain from an insurer), or other third parties for related services provided (e.g. premium funding, claims or loss adjusting or reinsurance services);
- be subject to direct or indirect restrictions relating to the financial products in respect of which personal advice is provided; or
- have associations or relationships with issuers of financial products and others,

which may reasonably be expected to influence the personal advice provided to you.

For more information refer to “Important relationships and conflicts of interest” and “Our remuneration, including how we & our representatives are paid” in this document.

It is important to note that when providing personal advice we are required under the Corporations Act to always act in your best interests. Our Conflicts of Interest Policy details how we manage conflicts of interest in relation to our services. You can view a copy of our Conflicts of Interest Policy here: www.ajg.com/au/policies-and-codes

This Financial Services Guide (**FSG**) is designed to assist you in deciding whether to use the services offered by us.

It includes important information about:

- who we are;
- the services we can provide you;
- how we and our representatives are remunerated; and
- our internal and external dispute resolution procedures and how you can access them.

It is important you read this FSG in its entirety and retain it for your future reference. By engaging, or continuing to engage us you are, agreeing to the delivery of our services and remuneration as described in this FSG. If we supply you with a copy of the Gallagher Terms of Business or we have a formal services agreement with you, the terms contained in those documents also form part of our terms of engagement for the services that we will provide to you.

If this FSG is provided to you by one of our Authorised Representatives, you will also receive the relevant Authorised Representative Schedule. The FSG and schedule should be read together.

Statements of Advice and Product Disclosure Statements

If we provide you with personal advice, we will, where required, give you a Statement of Advice (**SOA**). When recommending a retail product to you we will provide you with a Product Disclosure Statement (**PDS**).

A SOA will explain our advice, including the basis for our advice and the information we have relied on. It also includes details about how we are paid and any relevant relationships or associations we may have which may have influenced the advice we have given.

A PDS is prepared by the insurer and is designed to give you important information on the features, benefits and risks of the policy to assist you in making an informed decision about whether to buy the product or not.

You should read these important documents before acting on any advice we have given you.

Electronic delivery

If you have supplied your email address to us, we will send insurance documents including this FSG, any PDS, and SOA (if required), to that address, unless you instruct us that you wish to receive these documents via a different method (e.g. hard copy sent to you by post).

Who we are

We are a group of Australian companies that provide general insurance broking services. Our services will be provided to you by **Arthur J. Gallagher & Co (AUS) Limited** ABN 34 005 543 920, Australian Financial Services License (AFSL) No. 238312, or an Authorised Representative of Arthur J. Gallagher & Co (AUS) Limited who are collectively referred to in this FSG as ‘we’, ‘us’, ‘our’ or ‘Gallagher’.

Our contact details are located at the end of this FSG. If an Authorised Representative is your broker, their details will appear in the Authorised Representative Schedule.

We are also part of a group of international companies owned by Arthur J. Gallagher & Co (**Gallagher Group**). The Gallagher Group is one of the world’s leading providers of insurance broking, risk management and consulting services, including a full service global reinsurance division. The parent company, Arthur J. Gallagher & Co., was founded in the United States in 1927 and is listed on the New York Stock Exchange.

In Australia, the Gallagher Group also includes related service providers such as:

- Elantis Premium Funding Limited trading as Elantis and Monument Premium Funding ABN 20 002 543 606 (**Monument**), which provides premium funding and other credit services.
- Pen Underwriting Pty Ltd ABN 89 113 929 516, AFSL No. 290518 and Pen Underwriting Group Pty Ltd ABN 80 082 459 372, AFSL 238170 (**Pen**), which are Australian underwriting agencies providing access to both the Lloyd’s market and local insurers.

For further information about Gallagher Group companies please visit: www.ajg.com/au/about-us/gallagher-companies

About Us

We have an extensive national broking network in metropolitan and regional Australian locations providing broking solutions to a wide range of clients from small to medium enterprises through to large multi-national corporations, as well as affinity partners and associations.

We aim to deliver on our aspiration ‘to position you to financially survive any insurable event’ through:

- maintaining local relationships with our clients;
- leveraging our national and trans-Tasman influence with insurance companies to negotiate better deals and more coverage options;
- providing you with 24/7 support and the experience of our

- dedicated national claims team; and
- making the most of our global capability of industry-specific experts and offshore markets for your benefit.

Our services

Gallagher holds an Australian Financial Services Licence under the Corporations Act 2001 (Cth) (Corporations Act) which authorises us to:

- deal in (including to issue and arrange for others to deal in), and provide personal and general advice concerning:
 - general insurance products;
 - interests in managed investment schemes excluding investor directed portfolio services (limited to mutual risk products);
 - financial products limited to miscellaneous financial risk products (mutual risk products and business risk products); and
 - derivatives restricted to derivatives utilised for the management of financial risk (hedging) which only have the purposes of managing or mitigation of the financial consequences of a particular event happening;
- operate custodial or depository services other than investor directed portfolio services; and
- provide claims handling and settling services.

We are committed to providing sound advice based on our market knowledge including:

- investigating and analysing your insurance needs;
- providing information or advice about insurance or miscellaneous financial risk product solutions that may be appropriate for you;
- arranging, varying and renewing your insurance policies;
- helping you deal with your insurer in the event of a claim; and
- providing other risk management services.

Our relationship with you

As general insurance brokers, we normally act as your agent when dealing with insurers. When you do business with us, you will usually deal with our employees, however you may also deal with one of our **“Authorised Representatives”** or **“Distributors”**.

Authorised Representatives are third parties whom we have authorised to provide financial services on our behalf. When you are dealing with one of our Authorised Representatives in relation to a retail product, you will also receive an Authorised Representative Schedule, which forms part of this FSG. This schedule will contain Company details, information about the Authorised Representative’s industry experience, the services they are authorised to provide, and details of our remuneration arrangements with them.

Distributors are third parties who we have authorised to deal in specific insurance products on our behalf. They can only provide factual information and are not authorised to provide any advice.

Our Authorised Representatives and Distributors are not employees.

Acting for Insurers

In some circumstances we may have an agreement with an insurer to act as their agent and not for you. This may be under a “binding authority” arrangement which allows us to issue, vary or cancel policies and/or manage claims on the insurer’s behalf without reference to them, provided it is within the authority they have given us. When we do this, we will clearly advise you that we are acting as agent for an insurer and not for you.

As an example, Gallagher may hold a binding authority from an insurer to issue an insurance policy to our clients and when we are performing this activity, we act on behalf of the insurer. Separately, where our brokers are arranging or giving you advice on general insurance products, we act on your behalf.

Our advice

When we provide you with advice this may be general advice or personal advice.

If we provide you with general advice, we may give an opinion about a product which is not based on a detailed consideration of your individual needs, objectives or financial situation. When giving general advice, we will give a warning that you should read the relevant PDS and/or policy wording in full and consider whether the insurance product in question is appropriate for your needs and circumstances.

If we provide you with personal advice, we will review and consider your individual needs and circumstances before providing our advice. We may also provide you with a PDS and/or policy wording and a SOA or a Record of Advice (if required). You should read these documents carefully before acting on our advice.

Our relationship with insurers

We work closely with a range of insurers and underwriting agencies to arrange high quality benefits, competitive pricing and superior service levels for our clients. These insurers and underwriting agencies provide quotes to us based on information we share with them about your circumstances or your particular risk. We will transact with the insurer for the placement of your insurance. We may seek insurance terms from more than one insurer or for specialist lines of insurance, we may deal with one insurer only. For example, if we have a binding authority, we may have access to only one insurer for a particular type of insurance. When seeking quotes, we will explain how we intend to seek quotes.

Wherever possible we will recommend you deal with insurers that are authorised under the Insurance Act 1973 (Cth) to carry on insurance business in Australia. Such insurers are subject to oversight by the Australian Prudential Regulation Authority (APRA). We will warn you when we recommend that your policy is placed by an unauthorised foreign insurer.

Please note that we cannot guarantee the availability of cover for your particular risks or the solvency of any insurer.

How we can receive your instructions

In order for us to act on your behalf you must provide us with instructions and other information about the services you require. You can give us instructions using the contact details at the end of this FSG or directly to your broker or Authorised Representative as described in the relevant Authorised Representative Schedule. In some circumstances it may be necessary for you to give us instructions in writing. We will tell you when this is the case.

Cooling off period

If you are a retail client acquiring a retail product you may be entitled to a minimum 14 day cooling-off period from the earlier of the date you receive confirmation of the insurance contract and the date it was arranged. If you wish to return the insurance policy and receive a refund of the insurance premium paid (less amounts lawfully deducted), simply contact your Gallagher broker. Your right to terminate the insurance contract and have the premium refunded, is subject to the requirements of the Corporations Act. You should check your PDS and/or policy document to be sure you have the cover you require and you understand your cooling off rights. Generally, you cannot return the insurance contract if it has already expired or if you have made a claim against the policy.

Important considerations to avoid prejudicing your claim

Some insurance policies may limit or exclude your right to make a claim if, without the insurer's consent, you have agreed to:

- limit, waive or remove your rights to recover a loss from the third party responsible for causing the loss;
- remove subrogation rights that could prevent the insurer from recovering the loss from a third party; or
- voluntarily assume liabilities that you would not ordinarily have at law.

You should always seek legal advice before entering into an agreement which includes "indemnity", "hold-harmless", "contracting out" or "waiver" clauses as acceptance of these provisions may prejudice your right to make a claim under your policy.

Understanding Average Clauses and Under-insurance

Some property policies and business interruption covers contain an "Average" or "Co-Insurance" clause. If you are under-insured, the application of an Average or Co-Insurance clause may allow the insurer to reduce the value of your claim in proportion to the amount of any under-insurance.

Under-insurance occurs if you have not insured the property for its full value, which may be replacement, re-instatement, indemnity or market value depending on the type of insurance cover arranged. If you do not insure for full value, you will be treated as though you have chosen to take on part of the risk and self-insure the difference. You are responsible for instructing us as to the levels of insurance that you require, including the sums insured and declared insurable values.

Obtaining regular property valuations, and reviewing your sums insured and/or declared insurable values at least annually is important to understanding how much insurance is required to prevent under-insurance. If you are in any doubt about whether and how Average or Co-Insurance clauses apply to your insurances, please contact your Gallagher broker for assistance.

Important relationships

In some cases we may refer or advise you to use the services of other companies in the Gallagher Group both in Australia and overseas. All negotiations with other companies in the Gallagher Group are carried out at an arm's length as if we were conducting business with an unrelated third party.

We have a preferred panel of insurers with which we place business and we work closely with these insurers to ensure our clients receive high quality product benefits, competitive pricing and appropriate service levels.

Conflicts of interest

We will contact you in a timely manner if we identify that there is or is likely to be a conflict of interest in us providing services to you.

Where there are potential conflicts of interest in our remuneration arrangements or in our dealings with other companies in the Gallagher Group, they are managed in accordance with our Conflicts of Interest Policy which all staff and representatives must comply with. If we cannot provide services to you (due to a conflict of interest that cannot be managed), we will notify you immediately.

Binding authority agreements

Offshore Market Placements (Australia) (OMP) is an underwriting agency business which is owned by and operates under the Arthur J. Gallagher & Co (Aus) Limited AFSL. By entering into binding

authority agreements, OMP provides access to both the Lloyd's market and local insurers. When your broker places your insurance through OMP, that placement will be on arm's-length terms as if we were conducting business with an unrelated third party.

Occasionally, where we have negotiated facilities for the benefit of our clients, we may act as agent for the insurer and not for you. For example, under Gallagher's RiskCover Insolvency & Turnaround facility, Gallagher has binding authority arrangements with local insurers in order to issue insurance policies to our clients and when we perform these activities, we act on behalf of the insurer. Separately, where your broker is arranging or advising on placement of your insurance, they act on your behalf.

When issuing insurance through OMP or a binder facility, we will be acting under the binding authority granted to us by the relevant insurer. We will be issuing the insurance as an agent of the insurer and not you as the insured and will receive commission from the relevant insurers as payment for our services.

Our remuneration, including how we and our representatives are paid

Commissions, professional broking fees and processing fees

Typically, we will charge you a professional broking fee or obtain a commission from the insurer based on the service we provide. We may sometimes also receive both a broking fee and commission. Our professional fees will vary depending on the level of service we provide and whether we also receive a commission.

The amount of commission varies depending on the market and the risk, but is generally calculated at a rate that is between 0% and 40% of the insurer's base premium (i.e. excluding government charges, taxes, fees or levies). Often an insurer will agree to pay us by allowing us to deduct the value of the commission from the premium paid by you before we pass the balance of the premium on to the insurer.

We may also charge separate processing fees to cover any related administration and processing costs. Where applicable, our processing fees will be detailed on your invoice, and provided to you at the time you receive advice or as soon as practical after that time.

Costs of early cancellation and varying insurance

Our remuneration is payable on the terms of our invoice and is considered fully earned at the time that we issue the invoice. If your insurance contract is cancelled or varied before the expiry of the period of insurance, you will be paid any refunded pro-rata premium received from the insurer (less commission & fees paid). We will retain all of our commission, fees and other remuneration in full in the event of any early cancellation or variation of your insurance contract or adjustment of premium. We may charge an additional fee for processing your request to cancel or vary your insurance contract and you agree that this fee may be offset against any premium pro-rata refund you are entitled to.

How we remunerate our employees

Our remuneration arrangements provide incentives to our employed brokers to ensure our clients receive practical and effective advice and service. Our employees receive a salary and may also receive a performance bonus based on both the value and quality of the work they do for our clients. We may pay some employees in our small business teams a commission of 0-5% of the premium paid by clients. In limited circumstances, some employees may also receive additional payments related to clients they have referred to a third party.

From time to time, our employees may also be invited to an annual conference, receive sponsorship for conferences, functions, meals or other non-monetary benefits from external parties such as insurers, underwriting agencies or reinsurers. You do not bear the cost of sending our employees to these events and such relationships are managed under our Conflicts of Interest Policy.

How we remunerate our Authorised Representatives and Distributors

If your broker is an Authorised Representative, he or she is generally paid a retainer fee that may also be supplemented by an additional payment based on performance. Any additional payment will be calculated on the level of the retainer and will be between 5% and 60% of the commission we receive in respect of business arranged or serviced by the Authorised Representative. Alternatively, the Authorised Representative may be paid a flat recurring fee.

If an Authorised Representative provides you with personal advice, additional information explaining how they are remunerated will be included in the Authorised Representative Schedule.

Distributors do not receive a salary. Instead they may be paid a percentage of the commission and/or another form of remuneration for the financial services they provide.

Remuneration arrangements within the Gallagher Group

If we recommend a product or service of a company in the Gallagher Group or refer you to another company within the Gallagher Group, we may receive benefits as a result of the referral or the business you subsequently do with that company. The benefits may include:

- if we refer you to Monument, we may receive a commission of up to a maximum of 5% of any funding provided by Monument.
- if we refer you to Gallagher Benefit Services Pty Ltd ABN 49 611 343 803, we may receive a commission of up to 25% of the income generated in the first 12 months following the referral. We may share up to two-thirds of this amount with the employee who makes the referral.

The Gallagher Group has a separate reinsurance broking division that arranges insurance for insurers (called reinsurance). In some cases, an insurer may ask our reinsurance broking division to arrange reinsurance in respect of insurance purchased by you, in which case the Gallagher Group may also earn commission or other remuneration.

Remuneration from other relationships

We sometimes enter into specific arrangements with a limited number of insurers where we receive fees or other remuneration when acting on the insurer's behalf to provide services and support including for the development of insurance solutions and identifying cover options in advance of policy renewals in order to promote the efficient operation of the insurance market. The remuneration we receive from these arrangements may be:

- variable and determined by a percentage of the premiums applying to a portfolio; or
- fixed and based on the delivery of agreed objectives, including for administration and other services which are aimed at enhancing the development and provision of products and services for your benefit.

Referral fees paid to third parties

If you were referred to us by a third party, we may pay the referrer a referral fee. This fee is calculated as a percentage of the commission earned from the referral and can be up to

50% of the commissions we receive from insurers, underwriting agencies or other third parties. This is a separate payment that we make to the referrer and does not increase the amount you pay for your insurance cover.

Other remuneration

While providing services to you, we may receive non-monetary remuneration from insurers, underwriting agencies or other third parties. This can include access to technology platforms and IT support, education and training, event sponsorship, and marketing assistance. We do not accept non-monetary remuneration if this could reasonably be expected to influence the services that we provide to you.

How detailed information about remuneration will be provided to you if applicable

If your broker provides you with personal advice in respect of a retail product, they will give you documents explaining what fees, commissions, benefits, bonuses, payments to third parties or other remuneration will be paid or received in relation to their advice. This information will be provided at the time the advice is provided or as soon as practical after that time.

Invoices

We will invoice you for the premium (which may include our commission), relevant statutory charges (including GST) and any fee we charge you for arranging your insurance cover. You must pay us by the due date shown on the invoice.

Your payment of the invoice issued is treated as acceptance of all of the terms and conditions of the associated insurance policy.

Once you have paid an invoice, we hold the premium you pay on trust for you until we pass it on to the insurer. If there is any delay between you paying an invoice and us passing your premium on to the insurer, we may retain any interest earned on the premium during that period. Where a premium remains unpaid, an insurer may have the right to cancel the policy and you may not be insured. The insurer may also charge a premium for the time on risk.

If the premium remains unpaid, your broker may contact the insurer and the insurer may cancel your policy.

Billing

Check your invoice for payment options. Please note that a surcharge may be applied to payments made by credit card. The surcharge applied passes on the charges that are incurred by Gallagher. The surcharge may change from time to time to reflect changes in the charges that we incur.

Your broker may be able to arrange for you to pay your premium in instalments. Instalment billing is not always available and there is usually a charge for this service. To discuss this option please contact your broker for details.

Questions about invoices, fees, commissions and other remuneration

If you have any questions, or if you want more information about how we or our Authorised Representatives are paid, please ask your broker or call your local branch.

Renewals

We will contact you before your existing policy expires to send you a renewal information pack. This information describes any next steps to be taken before your policy expires. We will contact you using the current details we have on file for you to discuss your requirements and any available options for the renewal of your

insurances. Where we have taken reasonable steps to contact you prior to expiry of your insurance and we are unable to obtain your instructions you authorise us to renew your existing policy with your current insurer as per expiring policy details to make sure that you remain protected in these circumstances.

Additional important information

Misstatement of Premium

We make every effort to correctly determine the premium and statutory charges that apply to your insurance, however occasionally unintentional errors can occur. In the event, that an amount has been misstated, we reserve the right to correct the amount. Where permitted by law, you shall not hold us responsible for any loss that you may suffer as a result of any such misstatement.

Professional indemnity cover

We maintain compensation arrangements including professional indemnity insurance which meets the requirements of section 912B of the Corporations Act. Our arrangements extend to claims in relation to negligent advice provided by our current and former employees and Authorised Representatives.

NIBA Code of Practice

We are a member of the National Insurance Brokers Association (NIBA) and are bound by the Insurance Brokers Code of Practice (the Code). We are also bound by NIBA's Code of Conduct.

The Code sets out standards for Brokers to follow when dealing with clients. A copy of the code can be obtained from the NIBA website: www.niba.com.au/insurance-brokers-code-of-practice

Complaints and dispute resolution procedures

We are committed to providing quality services to our clients. This commitment also extends to giving you easy access to people and processes that can resolve a service issue or complaint.

If you are concerned about the services provided by us, any product we have arranged, our interactions with you or how we have handled your Personal Information, please contact your broker or the branch manager of your local branch. We will acknowledge your complaint within 1 business day, or as soon as practicable in writing or by telephone. We will take all reasonable steps to ensure that the person to whom your complaint relates does not handle your complaint.

If, within 5 days, your broker or the relevant branch manager is unable to resolve your complaint to your satisfaction, the matter will be referred to the Gallagher Risk & Compliance Team who can be contacted directly on:

Email: privacy@ajg.com.au (for privacy related complaints) or complaints@ajg.com.au (for any other complaints)

Telephone: 1800 068 000

We will then investigate the matter and attempt to resolve your complaint in accordance with our Complaints Handling Policy. We will advise you of the outcome of our review of your complaint within 30 days of when you first made your complaint.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

in writing to: **Australian Financial Complaints Authority**
GPO Box 3, Melbourne VIC 3001

AFCA is an independent external dispute resolution body approved by the Australian Securities & Investments Commission. AFCA resolves disputes at no charge to you and has the authority to deal with certain financial services disputes within its Terms of Reference.

If you think we may have breached the Code, you can report alleged breaches to the Insurance Brokers Code Compliance Committee (IBCCC). You can contact the IBCCC using the following details:

Website: www.insurancebrokerscode.com.au

Email: info@codecompliance.org.au

Telephone: 1800 931 678 (free call)

in writing to: IBCCC P.O. Box 14240, Melbourne VIC 8001

For further information about how we handle complaints or disputes please contact your broker, Authorised Representative, the relevant branch manager or visit our website: www.ajg.com/au

Privacy

We are committed to protecting your personal and sensitive information (together referred to as Personal Information) in accordance with the Privacy Act 1988 (Cth), which includes the Australian Privacy Principles. For full details about how we may collect, hold, use and disclose Personal Information, please see our Privacy Policy which is available on our website, www.ajg.com/au/privacy-policy/gallagher-brokerage-privacy-policy

We may collect, hold, use or disclose your Personal Information in the course of performing our business activities including providing, managing and administering the insurance broking, risk management and consulting services outlined in this FSG. If you do not supply the Personal Information we request, we may not be able to provide our services to you. For example, we may not be able to arrange insurance cover or manage your claim. We may also use your Personal Information, and disclose it to other Gallagher Group entities, for the purpose of financial reporting and market analysis. Market analysis may be used by Gallagher brokers in servicing clients.

We provide your Personal Information to insurers or insurance intermediaries to allow them to determine whether to insure you and if so on what terms.

In facilitating the services outlined in this FSG, we may also need to provide your Personal Information to third parties, including other Gallagher Group companies, service providers, insurers, underwriting agencies and insurance intermediaries, located in countries outside of Australia. The countries in which your Personal Information may be disclosed will vary depending on the services. In particular, your Personal Information may be disclosed to Gallagher Group companies, such as subsidiaries of our ultimate parent company, Arthur J. Gallagher & Co, located in the United States of America, United Kingdom, New Zealand, Singapore or India. Wherever required by law, we will take reasonable steps to ensure that overseas recipients of your Personal Information do not breach the Privacy Act (including the Australian Privacy Principles) in relation to your Personal Information.

Your consent and opting out

From time to time and where we are permitted by law to do so, we may also use or disclose your Personal Information for the purpose of marketing our services, or the products and services of related entities and third parties, to you. Please tell us if you do not want

us to use or disclose your Personal Information for marketing purposes. To nominate preferred days and times for receiving marketing calls or to opt-out of receiving marketing information altogether, please email us at privacy@ajg.com.au or telephone your broker, your nearest branch or our Toll Free Client Inquiry Line, **1800 240 432**.

Correction and complaints

Our Privacy Policy contains information about how you may access, update and correct the Personal Information you have provided to us or how you may make complaints in relation to the handling of your Personal Information and how we will deal with your complaint.

Special assistance and access to our services

We will take all reasonable steps to ensure our services are accessible to clients with special needs. Please let us know if you are experiencing any vulnerability when engaging our services, for example relating to your age, disability or mental or physical health conditions.

If you tell us or we identify that, due to your vulnerability, you need additional support or assistance, we will work with you as soon as possible to find a suitable way to provide our services to you. During this time, we will of course respect your right to privacy and self-advocacy. If your circumstances mean that you need third-party support (such as a lawyer, interpreter or friend), we will work with you to allow for this when providing our services.

Your Duty of Disclosure & when we rely on you

We rely on you

It is important you understand that we will rely on the accuracy and completeness of the information you provide to us.

We do not independently verify the information you provide before sending it to the insurer.

Keeping your information up to date

Once your insurance cover has commenced, you should tell your broker about any changes to your circumstances when they occur. This will allow us to ensure your cover remains appropriate.

Duty not to misrepresent

There are specific duties that apply to you when you enter into, vary or extend a consumer insurance contract which is obtained wholly or predominantly for your personal, domestic or household purposes e.g. domestic car, house, travel or accident & illness insurance.

You have a duty to take reasonable care not to make a misrepresentation to the insurer when answering questions that the insurer will ask you and providing the insurer with information. Before you enter into, vary or extend a consumer insurance contract (as that term is defined in the Insurance Contracts Act 1984), the insurer will ask you questions that are relevant to the insurer's decision to insure you and on what terms.

You must take reasonable care not to make a misrepresentation to the insurer when answering those questions. A misrepresentation includes a statement that is in any way false, misleading, dishonest or which does not fairly reflect the truth. It is important that you answer these questions fully and accurately, to the best of your knowledge.

When answering the insurer's questions:

- take reasonable care to make sure your answers are true, honest, up to date and complete in all respects. You may breach the

duty if you answer without any care as to its truth or if you only guess or suspect the truth. If in doubt, pause the application and obtain the true facts before answering; and

- if another person is answering for you, the insurer will treat their answers as yours. In such a case you should check the questions have been answered correctly on your behalf by them.

If you do not take reasonable care not to make a misrepresentation to the insurer, the insurer may cancel your contract, or deny or reduce the amount the insurer will pay you for a claim, in accordance with the insurer's rights at law.

If you are unsure about your duties to the insurer or you need additional assistance, contact your broker.

Your duty of disclosure

Before you enter into an insurance contract which is not a consumer insurance contract, you have a duty under the Insurance Contracts Act 1984 to tell your insurer anything that you know, or could reasonably be expected to know, may affect the insurer's decision to insure you and on what terms.

You have this duty until the insurer agrees to insure you.

You have the same duty before you renew, extend, vary or reinstate an insurance contract.

At renewal, the insurer may ask you to advise it of any changes to something you have previously disclosed, or may give you a copy of the information you previously disclosed and ask you to advise the insurer if there has been a change. If you do not tell the insurer about a change, you will be taken to have told the insurer there is no change.

You do not need to tell the insurer anything that

- reduces the risk the insurer insures you for;
- is common knowledge; or
- the insurer knows or should know as an insurer;
- the insurer waived your duty to tell it about

Non-disclosure

If you do not tell the insurer anything you are required to, the insurer may cancel your contract or reduce the amount it will pay you if you make a claim, or both.

If your failure to tell the insurer is fraudulent, the insurer may refuse to pay a claim and treat the contract as if it never existed.

If you are in doubt about whether or not a particular matter should be disclosed, please contact your Gallagher broker.

People you represent

You must make sure you explain the Duty of Disclosure or Duty not to misrepresent to any person you represent when we arrange any insurance cover for you. Alternatively, you may ask any person you represent to contact us and we will explain their Duty of Disclosure or Duty not to misrepresent to them directly.

Contact your broker

If you are unclear about your Duty of Disclosure or Duty not to misrepresent or require more information about how to comply with your Duty of Disclosure or Duty not to misrepresent, please refer to the information provided by the insurer in the relevant PDS or policy wording regarding your Duty of Disclosure. Alternatively, you can call your broker, your nearest branch or our Toll Free Client Inquiry Line, **1800 240 432**.

Contact details

This FSG was prepared on **1 August 2023** and is issued by:
Arthur J. Gallagher & Co (Aus) Limited, ABN 34 005 543 920,
AFSL No. 238312 of L12, 80 Pacific Highway, North Sydney
NSW 2060.

Changes to this FSG

Information in this document may change from time to time.
We may make such changes by amending the FSG and publishing
an updated version on our website. You may also obtain a printed
copy of the updated information by accessing our website, calling
your broker, your nearest branch or our Toll Free Client Inquiry
Line, **1800 240 432**.