

CODE OF CONDUCT & THE IBDF

Sarre Insurance Broking Services is a Principal Member of the National Insurance Brokers Association of Australia.

As such, we abide by the following provisions of the Code of Conduct:

- Act in the best interests of the client
- Provide advice and guidance to enable clients to make informed decisions on risk and insurance protection
- Provide full and accurate information for effective underwriting
- Respect the client's confidentiality in relation to all records and information
- Ensure the validity and accuracy of all documentation
- Make available all relevant documentation, policies, certificates, endorsements and premium calculations, as may be required
- Be professional, efficient and responsive in all dealings
- In the event of a claim, take every step necessary to ensure prompt and fair settlement
- Work towards maintaining and enhancing the reputation of NIBA and its Members
- Act in the spirit of this Code and encourage others to do likewise.

As suggested by NIBA, in the event of a dispute – please first contact our Internal Disputes Resolution Officer, David Sarre. If you cannot resolve the problem, Sarre Insurance Broking Services subscribes to the Insurance Brokers Dispute Facility (IBDF) and you will be referred to the IBDF Consumer Relations Manager.

The IBDF is a free consumer service established by the insurance broking industry to help resolve any complaints and disputes between insurance brokers and consumers. It is independently monitored and is overseen by a Council, which represents all parties – consumers and brokers.

Sarre Insurance Broking Services subscribe to the IBDF and adherence to the Code is a requirement of our registration. We also subscribe to the General Insurance Brokers Code of Practice, which requires clear and prompt communication with the client, proper representation when arranging policies, and providing support in the event of a claim. Copies of the Code and the IBDF Terms of Reference (outlining its scope and procedures) are available from our office or the IBDF.