



# OUR PLEDGE

**As your broker, we will act in your best interests. Your insurance needs will be our first concern.**

We will work to completely understand the risks you and/or your business face.

**We will advise and guide you without fear or favour so you can make informed decisions on your risk insurance needs.**

We will be completely open and transparent with you and will make available to you all relevant documentation, policies, certificates, endorsements and premium calculations.

**The information we present to quoting insurers on your behalf will be complete and accurate to ensure your risks are properly underwritten.**

We will always respect your right to confidentiality.

**In the event of a claim, where we act for you, we will act on your behalf only, and will take every step necessary to ensure prompt and fair settlement.**

As individual insurance brokers, we will participate in formal Continuing Professional Development programs that ensure our technical knowledge remains effective and current.

**We are bound by the Insurance Brokers Code of Practice.  
The Code can be viewed in full at [www.niba.com.au](http://www.niba.com.au)**

