



DYNAMIC RISK SOLUTIONS
PTY LTD

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TERMS OF ENGAGEMENT

James Grehan of Dynamic Risk Solutions Pty Ltd (ABN 91 161 395 973)
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Dynamic Risk Solutions Pty Ltd and James Grehan are authorised representatives of:

Avoca Group Pty Ltd (ABN 32 114 246 721) trading as Avoca Insurance Brokers (Avoca)
Unit 12/339 Cambridge Street, Wembley WA 6014
Phone: 08 9387 8588 Fax: 08 9387 8577
Email: manager@avoca.com.au Website: www.avoca.com.au

Terms of Engagement

The below sets out the service commitment offered Dynamic Risk Solutions Pty Ltd (ABN 91 161 395 973).

Dynamic Risk Solutions is an Authorised Representative (432990) of Avoca Group Pty Ltd (ABN 32 114 246 721, AFSL 289811) trading as Avoca Insurance Brokers (Avoca).

Who we act for

In regard to your insurance policies, we will act on your behalf as an insurance broker at all times.

Your team

Jimmy Grehan is your dedicated Insurance Broker and can be contacted directly via the following:

Mobile: 0478 037 778 Email: jimmy@dynamicrisksolutions.com.au

Our services

As your insurance broker, we will provide the following services;

Pre-placement services

- Help you identify, understand and assess your risks;
- Assist you in deciding what risks to insure, including providing advice on how you can manage those risks in other ways such as risk mitigation strategies;
- Develop a proposal to submit to a potential insurer/insurers;

Insurance placement and premium financing

- Seek insurance quotes (see "Approaching the Market");
- Negotiate policy coverage, terms and premiums;
- Contact you at least 14 days prior to policy expiry to review the renewal of your policy;
- Seek to bind coverage where you have authorised us to do so*;
- Obtain and provide a quotation for premium funding;

Post-placement services

- Assist in the preparation and management of claims if an insured event occurs;
- Advocate on your behalf and keep you informed during the claims process;
- Facilitate policy changes and/or cancellations as per your instructions.

** where unless you instruct otherwise, in urgent circumstances we may choose to bind insurance on your behalf if we consider that is in your best interests.*

Our Financial Services Guide (FSG) provided to you set out further detail on our role and services, including any relationships or associations we have that relate to our services and contact details of Avoca as our authorising AFSL. Please let us know if you require another copy.

Approaching the market

Overall, Avoca has arrangements with over 90 insurers and underwriters across the general insurance market for all types of risk that we can assist with. However when providing you with our recommendation we will only recommend products from a limited number of selected insurers that we deal with regularly (dependent on the type of risk) and will not seek quotes from the broader general insurance market.

Our advice to you

When providing advice to you we will take into consideration your personal objectives, financial situation or needs before making a recommendation. In order to provide this personalised advice, we rely on you to provide accurate and complete information. If we do not have this information, any advice you receive may not be appropriate to your needs, objectives and financial situation. We will make it clear if we are providing general advice to you at the time of advice.

Remuneration

In return for the services we provide, Avoca will receive a commission usually between 0% and 30% of the premium paid (excluding relevant taxes, charges and levies) which is paid to Avoca by the insurer and a fee, payable by you. Dynamic Risk Solutions will receive 87% of Avoca's commission and any fees paid by you.

Policy Cancellation

If a cover is cancelled before the expiry of the period of insurance, Avoca reserves the right to refund to you only the net return premium they receive from the insurer and not refund any part of the brokerage and/or broker fee received for arranging the cover. A broker fee may also be charged to process the cancellation.

Payment Terms

You are required to pay outstanding premiums to Avoca within the time set out on our invoice.

Electronic Delivery of Documentation

We will provide all correspondence, advice and disclosure notices to you electronically. Disclosure notices will either be provided via hyperlinks in an email (which if selected will provide a download of the document) or as a direct attachment to the email. If you do not wish to be sent documents in this way, please advise us and we will send them as instructed.

Period of Engagement

Our engagement commences upon your instruction to proceed with our recommendations for your insurance contract(s), which you may cancel at any time by providing notice in writing to us. Should we wish to cancel the engagement we will provide 30 days notice in writing.

If you have any questions or queries at all about our services, please speak to Jimmy Grehan before proceeding. We will notify you of any changes to this Terms of Engagement.

Please keep a copy of this document for your records and future dealings with us.