



i2i Insurance Brokers LTD  
P O Box 22005  
Khandallah  
WELLINGTON 6441

Telephone 04 479 5378  
Web [i2ibrokers.co.nz](http://i2ibrokers.co.nz)

## The way we do business

### Our qualified staff

Your broker is acting on behalf i2i Insurance Brokers Limited and is a General Insurance Broker. Under NZ law they are authorised to carry on a financial service business to provide advice on and deal in general insurance products.

We are able to issue, apply for, acquire, vary or dispose of such products to our clients. We are also authorised to apply for, acquire, vary and dispose of products on behalf of another person.

We provide these services on your behalf, unless we tell you otherwise. On occasion, we may act under a binder agreement authorising us to effect insurance and/or settle claims on behalf of an insurer. We will tell you whenever we act for the insurer and not for you.

Our quality services are delivered competently with integrity and honesty. We are members IBANZ and proudly follow the Insurance Brokers Code of Practice (see [www.ibanz.co.nz](http://www.ibanz.co.nz)).

### How you can contact us

You can contact us and give us instructions by mail, phone, fax or email during business hours and as agreed with you.

Only under the i2iC programme do we communicate with you via mobile text messages ("SMS") and this is only to remind you that your policy is due for renewal.

We do not disclose any specific personal or policy information in this SMS. Our contact details are stated on the last page of this Document, on all of our correspondence, and on our website.

### When we give advice

Whenever we give you Advice by considering your objectives, financial situation or needs, we will provide that advice in the appropriate manner e.g. a Statement of Advice (SOA); or a written record of advice; or verbal advice.

In each instance, we will detail our advice; the reasons for that advice; our remuneration; and any potential conflicts of interest. If our advice is verbal, we will record and retain it, and make it available to you upon your written request

When we give you advice of a General nature, rather

than a personal one we will tell you so and advise you carefully to read the relevant policy documents to ensure the cover is right for you.

### Arranging Insurance

We will collect relevant information from you to enable us to arrange quotation/s from suitable insurance markets.

When we submit the quote/s to you, we may also give you advice or recommendations. We will either ask for your instructions in writing or we will confirm your verbal instructions back to you in writing as agreed.

Your instructions will be carried out promptly and confirmed to you by us and/or insurer formal documentation e.g. our Tax Invoice and Schedule of Insurance; Certificate of Currency; and/or Policy;

### Confirmation of policy transactions

Any policy transaction will be confirmed to you in writing. At times, we will retain the insurer's documentation on your behalf; however, we will provide it to you upon request. Alternatively, we will inform you that we are endeavouring to obtain the documentation from the insurer.

### Insurer security

We monitor publicly available security ratings e.g. Standard & Poor's, and where deemed appropriate, we also analyse publicly available financial statements.

Whilst we prudently monitor security, we accept no responsibility in any circumstances for the ability or otherwise of any insurer to discharge their responsibility to you.

### Associations and relationships

We endeavour to avoid any associations or relationships that do not benefit you in some way. In this Document and at other times, we will tell you about those that are capable of influencing our services so that you can make an informed decision.

### How we are paid

Our main remuneration for services is calculated as either commission paid to us by the insurer or underwriting agency, or a fee paid by you, or a



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combination of commission and fee. Commission is a percentage of the base premium i.e. the premium before the addition of EQC levy, fire services levy, GST and any other charges or fees. The rates of commission can vary between 0% and 20% and is payable on most transactions

We will advise you about any fee we intend to charge you prior to providing the service and it will be shown on the Tax Invoice. Any fee is dependent upon factors such as the type and extent of your insurance program; and the time and costs associated with the administration performed and services provided.

### Retention and application of additional fees

We will retain any fee charged for the period of insurance if your insurance is altered midterm.

Each transaction may also attract an additional Administration Fee. If you are owed a refund of premium, we may retain the total commission for the full policy period by charging you an additional Administration Fee to offset any loss of commission due to the refund transaction.

### Premium funding

We can arrange premium funding with preferred companies who charge you interest to enable you to pay premiums by instalment.

Before you enter into a contract with a funding company, you should read it carefully to ensure you agree with its terms and conditions. We may receive commission from the funding company calculated in the range of 0% to 4% based on the amount funded.

### Our professional indemnity insurance

i2i Insurance Brokers LTD, its representatives and employees are covered by Professional Indemnity Insurance that we believe meets the requirements of our membership to the Insurance Brokers Association of New Zealand (IBANZ).

The insurance, subject to policy terms and conditions, also covers claims in relation to our representatives and employees who no longer work for us, but who did at the time of the relevant conduct.