



TERMS AND CONDITIONS OF YOUR APPOINTMENT AS A DISTRIBUTOR FOR CERBERUS SPECIAL RISKS PTY LTD

Authorisation of Employees

Employees who have successfully completed the training provided by SureSave may act as a distributor for Cerberus. All employees involved in the distribution of travel insurance by SureSave must complete the online compliance and product training provided and obtain a pass mark of 100% in each module before authorisation will be granted.

Within ten (10) business days, you must tell SureSave if your name has changed; if your appointment has been revoked for any reason; or if you have left or moved travel agencies.

A Reminder of What You Can and Cannot Do when Dealing with Clients

When dealing with customers, as an authorised Distributor you can do the following in relation to travel insurance by SureSave:

- Provide a copy of the SureSave Combined Financial Services Guide and Product Disclosure Statement which includes the policy wording to customers interested in travel insurance by SureSave;
- Provide quotations for travel insurance by SureSave;
- Receive completed application forms for travel insurance by SureSave;
- Input information from application forms into the SureSave website;
- Accept payment of the premium for the insurance in accordance with the quoted price;
- Print and provide Certificates of Insurance to the client; and
- Keep all signed application forms and pre-existing medical forms in a secure place.

You may:

- Offer travel insurance and tell customers about the features and benefit levels of travel insurance by SureSave;
- Advise your clients that the Australian Government recommends all travellers take out travel insurance and the reasons for that recommendation; and
- Answer client's questions about travel insurance by only providing factual information about travel insurance by SureSave, not advice.

You must not:

- Provide any opinion or recommendation to any person (either in general terms or in relation to the particular situation of any individual) regarding the suitability of travel insurance by SureSave;
- Sign an application form for a client or provide a Certificate of Insurance before you receive cleared payment of the insurance premium; and
- Provide any advice regarding claims and complaints or handle any claim or complaint under the insurance policy.

Remitting Premium

You hold all premiums and other money collected in respect of travel insurance on trust for SureSave and Cerberus. You will remit all premiums due to them for each calendar month to SureSave within 15 days after the end of the month.

You may deduct your agreed commission before remitting the premium to SureSave. SureSave will pay your commission within 15 business days after the end of each month if you have remitted the premium using its credit card merchant facility.

Commission

SureSave will pay you an agreed proportion of the amount that the insured pays as premium for travel insurance that you arrange. No commission or fees are payable until the client has paid the premium in full.

If a policy is cancelled or avoided for any reason, you must repay to SureSave the proportion of the commission that you received that relates to any premium refunded to the client. SureSave may offset any such amount against debts it owes you from time to time.

Business Names, Logos

You may use the following business names, logos and product names on your stationery, signage, websites and other advertising and promotional content in connection with distribution of travel insurance.

SureSave Pty Limited



You must obtain SureSave's written approval of all advertising and promotional content related to SureSave before using that content.

Business Documents

Any business documents specifically relating to SureSave or travel insurance by SureSave must contain the following wording. We suggest it be placed in the footer at the bottom of the page.

SureSave Pty Limited ABN 82 137 885262 AR 339902 is an authorised representative of Cerberus Special Risks Pty Limited ABN 81 115 932 173, AFS Licence No. 308461. Before deciding to purchase this product, read the PDS available at suresave.com.au. This insurance is underwritten by certain underwriters at Lloyd's.

Policies and Procedures

You must comply with all directions and instructions given to you by SureSave regarding the distribution of travel insurance by SureSave.

Indemnity

To the extent only that the loss or damage is caused by you or your employer, you indemnify SureSave and Cerberus for any loss, damages, claims, liability, expenses, payments or outgoings incurred by or awarded against either of them arising directly or indirectly from any act or omission by you or your employees, officers, agents or subcontractors, whether it involves a breach of these terms and conditions or not.

Professional Indemnity Insurance

You must hold a professional indemnity policy which covers your travel insurance activities with a limit of indemnity of not less than \$1 million with an insurer licensed to issue insurance in Australia.

You must provide SureSave with copies of the Certificate of Currency and policy wording for your professional indemnity insurance on request.

Revocation

Cerberus may cancel your appointment at any time with immediate effect by giving you written notice.