



NORTH EAST
INSURANCE BROKERS

Statement of Service

Our Service Statement

As an Authorised representative of the Community Broker Network (CBN), North East Insurance Brokers offers a range of professional services tailored to support your insurance needs. This statement outlines what we can do for you, as well as any limitations of our service.

Our Services Include:

Jam Bay Pty Ltd T/as North East Insurance Brokers is appointed to manage and arrange insurance on your behalf. This arrangement will continue until either party provides written notice to terminate.

- **Risk Assessment & Proposal Development**

We will assist you in identifying and assessing your insurance risks and developing proposals for submission to potential insurers.

- **Advice & Recommendations**

We will provide advice and make insurance recommendations based on your individual or business needs.

- **Needs Assessment**

Drawing on our industry knowledge, we will conduct a thorough needs assessment and share our findings so you can make an informed decision.

- **Insurer Negotiations**

We will negotiate insurance terms with your current insurer and/or alternative insurers on your behalf.

- **Policy Placement**

We will place your chosen insurance policies and confirm cover has been secured.

- **Documentation & Policy Review**

We will review and prepare policy documentation, including:

- Reviewing policy wordings
- Obtaining signed policies from insurers
- Confirming placement and renewal of policies
- Adjusting premiums on prior-year policies where applicable

- **Premium Management**

We will calculate, invoice, and collect premiums for your insurance coverage.

- **Ongoing Policy Review**

We will review your insurance arrangements:

- When you notify us of material changes
- At any scheduled status reviews (as agreed)
- At policy renewal time

- **Policy Maintenance**

We will facilitate changes or cancellations to policies as instructed by you.

- **Insurance Premium Funding Support**

If needed, we can assist in arranging Insurance Premium Funding.

- **Claims Management & Advocacy**

We will assist you throughout the claims process:

- Keeping you updated on claim progress
- Notifying you of insurer responses in a timely manner
- Acting as your claims advocate if a claim is unreasonably denied or reduced
- Advising you before any settlement or compromise is agreed
- Explaining claim denials and next steps (including how to make a complaint)
- If you terminate our appointment, we will provide claim details to your new broker for continuity

- **Policy Renewal Process**

At least 14 days prior to your policy expiry, we will:

- Contact you to discuss your upcoming renewal
- Take appropriate steps to secure renewal terms
- Present available options based on our assessment and market knowledge

Please note: We may not seek alternative quotes at renewal unless it is deemed necessary based on our professional assessment of your current insurance program and market conditions.

Services Not Included

Unless otherwise specified, we do not provide financial advice outside of general and personal insurance services. We do not assess the adequacy of sums insured or provide valuations unless expressly agreed.

The service statement referred to in this document is offered by:

Corporate Authorised Representative:

Jam Bay Pty Ltd T/as North East Insurance Brokers

CAR No. 1302477 | ABN: 72 082 036 057

Yarrawonga Victoria 3730

T: 03 5744 0420 | **E:** admin@northeastib.com.au

Authorised Representatives for:

Community Broker Network Pty Ltd (CBN) (the Licensee)

ABN: 60 096 916 184 | ACN: 096 916 184 | AFSL 233750

Suite 2, Level 5, 191 St Georges Tce, Perth WA 6000

T: (08) 9480 8900 | **E:** compliance@cbnet.com.au

CBN holds a current Australian Financial Services Licence No: 233750 and is responsible for the financial services that the Individual provides to you.