



## **Insurance Brokers Alliance Limited**

### **Client Service Standards Statement**

#### ***Our commitment***

To provide Financial Advice for Insurance Products to you in accordance with the **Standards of the Code of Professional Conduct for Financial Advice Services for Ethical Behaviour**, Conduct and Client Care. Our Financial Advice provides good outcomes for you.

#### ***Treat Clients Fairly***

Here at Insurance Brokers Alliance Limited we will listen to you carefully and together we will discover your insurance needs.

We will provide options available for your insurance needs and communicate these to you in a timely manner.

#### ***Act with Integrity***

As your Professional Insurance Adviser we will ensure that your needs are put first and will recommend products that are best suited to your needs.

We will work within our skills and knowledge to ensure our recommendations meet your needs.

We will discuss any matters of conflict or dispute with you.

#### ***Give Advice that is suitable***

After considering and analysing your insurance needs, we will provide our recommendation to you on the solution that best meets your insurance needs with our reasons for the recommendation.

#### ***Ensure that the Client understands the Financial Advice***

We will work with you to ensure that you understand our insurance recommendations and scope of the policies offered.

#### ***Protect Client Information***

The protection of and usage of your personal information is of the utmost importance to us and we will ensure it is only used for the purposes obtained. Our systems and procedures in place will ensure your personal information is protected at all times.