Letter of Engagement

W.C.T. PTY. LTD. ATF The Trustee for W C T UNIT TRUST t/as WCT Rural

Table of contents

Your Insurance Needs

From the initial date of meeting W.C.T. PTY. LTD. ATF The Trustee for W C T UNIT TRUST t/as WCT Rural will assume responsibility for Your insurance needs from for the period of the agreed term of insurance. You may cancel our appointment at any time via written notice, emailed to insurance@wctrural.com.au or posted to P.O Box 272, Wudinna SA 5652

How We Seek Quotes

Before making a recommendation on the cover required we will go to the broader general insurance market to obtain as many quotes as we can. This will enable us to ultimately source a solution that meets your specific needs.

Payment Terms

When making payment for a policy organised by us you may make payment using one of the following methods. Before choosing a payment method it is important to note the following.

Invoices

- We will invoice you for the premium, statutory charges (e.g., stamp duty, fire services levy, etc) and any fees we charge for arranging your insurances.
- You must pay us within 14 days of the date of the invoice or, in the case of a renewal, before the expiry date of the contract of insurance.
- If you do not pay the premium on time, the insurer may cancel the contract of insurance and you may not be insured. The insurer may also charge a short-term penalty premium for the time on risk.

Premium funding

- Premium funding products enable you to pay your premiums by instalments. Premium funders do charge interest and they take power of attorney over your insurance policy.
- We can arrange premium funding on your behalf if you require it.
- We will tell you the basis and amount of any such payment before or at the time the premium funding is arranged.

Credit card fees

- Payments by credit card may attract a surcharge.

Your Policies

Once we have arranged cover for you it is important to note the following.

Renewal

Prior to renewal we will contact you, at least 14 days prior, to re-assess your needs. If we are unable to get in contact with you, we will automatically arrange for cover to be held by the insurer.

No Longer Require Cover/Cancellation

If you no longer require cover it is important to contact us in writing. At this point, we will cancel the policy and notify the insurer. Please note the cancellation needs to be issued by an authorised person.
If is cancelled before the expiry of the period of insurance, we reserve the right to refund to you only the net return premium we receive from the insurer and not refund any part of the broker fee we receive for arranging the cover. A broker fee may also be charged to process the cancellation.

Our Remuneration

As your broker we require payment for the services that we provide you. This payment is made up of the following:

Commission	The amount of commission paid by the insurer varies depending on the market and the risk but is generally calculated at a rate a percentage rate of between 0-30% of the base premium (excluding government charges, levies, fees and taxes).
Fees	The fee charged is dependent on the complexity of the account and the amount of time and effort required to service and support your risk portfolio. Any fees charged are outlined as a separate line item on the invoice.
Referral Fee	If you were referred to us by a third party, we may pay the referrer a referral fee. This fee is generally calculated as a percentage of the commission earned from the referral. Any fees earnt are outlined as a separate line item on the invoice. It is important to note, that this is a separate payment and does not increase the amount your pay for your insurance cover.

Our Team and Support

At W.C.T. PTY. LTD. ATF The Trustee for W C T UNIT TRUST t/as WCT Rural
we have a qualified professional broker who is dedicated to providing you with a great client experience.

You can contact us via the following and we will endeavour to respond to your within 24 hours.

Phone	(08) 8680 2388
Email	"insurance@wctrural.com.au"
In Person	P O Box 272 Wudinna SA 5652

If you need special assistance

We are committed to supporting people with diverse needs and take into account their specific circumstances. This includes people currently experiencing any vulnerability, for example relating to age, disability or mental or physical health conditions. Please advise us if you there is anything we can do to provide the required level of support. For further information, please refer to our Vulnerable Clients Policy.

Our Service Plan

As part of our commitment to provide you with excellent professional service, we would like to agree a timetable for managing your ongoing insurance requirements. This will ensure that you know what insurance services we will provide to you and what we need you to do to assist us.

Renewal Review Reminder	A reminder that your insurances will shortly be due for renewal and a request for information to enable us to obtain renewal quotations	One month prior to Renewal Review

Renewal Report/ Insurance Manual	A comprehensive list of all your current insurance covers (and uninsured risks) and a report on any alterations or additions to your insurances on renewal	Provided prior to renewal date with renewal documents
Status Reviews • Insurances • Claims	Up-to-date information on: • Any changes to your insurances • Status of outstanding claims	When necessary

Your Obligations

Disclosure Obligations/Duty not to Misrepresent

It is important that you provide us with complete and accurate information about the risk to be insured otherwise the advice we give you may not be appropriate for your needs. In turn, a lack of disclosure may affect the insurer's decision to provide cover in the instance of a claim.

In addition, you must answer any questions that we and or the insurer ask you in an honest and truthful manner. If you do not take reasonable care not to make a misrepresentation to the insurer, the insurer may cancel your contract, or deny or reduce the amount the insurer will pay you for a claim, in accordance with the insurer's rights at law.

Circumstances Change

If your circumstances change, please tell us so that we can ensure that your insurance continues to be suitable for your needs.