
Important Information

About Your Insurances



**SYDNEY
INSURANCE
BROKING**

Metrix Connect 

Sydney Insurance Broking Pty Ltd (ABN 54 649 733 068) CAR No. 1289581 is an Authorised Representative of
Metrix Connect Pty Ltd ABN 23 635 386 136 AFSL 525491

About this Document

We have prepared this document to assist you to understand important issues relating to your insurances. We recommend that you read it carefully. Please contact us if there is anything you do not understand, or if you have any questions.

Your Duty of Disclosure

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. We rely on you to provide complete and accurate information.

Before you enter into an insurance contract with an insurer, you have a duty under the Insurance Contracts Act 1984 (Cth) to disclose information to them (your duty) insurer. Your duty applies until the insurer agrees to either insure you or renew your insurance, and before you extend, vary or reinstate your insurance.

If you are applying for or renewing insurance that is a consumer insurance contract, which is an insurance policy obtained wholly or predominately in relation to personal, domestic or household insurance purposes (such as, your motor vehicle, home building and/or contents, residential strata, travel or personal accident or sickness), you must answer the specific questions asked by the insurer truthfully and accurately. In answering those questions, you must tell the insurer all information that's known to you and that a reasonable person would be expected to provide in answer to the questions. Not doing so may be considered by the insurer to be a breach of your 'duty to take reasonable care not to make a misrepresentation' and may cause issues in relation to the validity of your insurance policy and/or issues in the event of you lodging a claim.

At renewal, the insurer may either ask you to advise any changes to information you have previously disclosed or may give you a copy of the information you previously disclosed and ask you to advise them if there have been any changes. If you do not tell the insurer about a change, you will be taken to have told the insurer there is no change.

If you are applying for or renewing any other insurance, you have a duty to tell the insurer anything that you know, or could reasonably be expected to know, that may affect the insurer's decision to insure you and on what terms.

You do not need to tell the insurer anything:

- that reduces the risk it insures you for;
- is common knowledge;
- that the insurer knows or should know; or
- which the insurer waived your duty to tell it about.

Non-disclosure

If you fail to comply with your duty, the insurer may cancel your contract of insurance or reduce the amount it will pay if you make a claim, or both. If your failure to comply with your duty is fraudulent, the insurer may refuse to pay a claim and treat the contract of insurance as if it never existed.

If you are in doubt about whether a particular matter should be disclosed, please discuss it with our representative.

People you Represent

You must make sure you explain the Duty of Disclosure to any person you represent when we arrange any insurance cover for you. Alternatively, you may ask any person you represent to contact us, and we will explain their Duty of Disclosure to them directly.



Duty of Good Faith	Both parties to an insurance contract, the insurer and the insured, must act towards each other with the utmost good faith. If you fail to do so, the insurer may be able to cancel your insurance. If the insurer fails to do so, you may be able to sue the insurer.								
Essential Reading of Policy Wording	The policy wordings for your insurances have either been provided to you or will be sent to you as soon as they are received from your Insurers. We recommend that you read these documents carefully as soon as possible and advise us in writing of any aspects which are not clear to you or if any aspect of the cover does not meet with your requirements.								
Reviewing your Sum Insured and Limits	Reviewing the sums insured and declared values in your policies on a regular basis and at each renewal will help you to ensure that you have maximum protection under your policies. Consider whether you require cover for replacement on a 'new for old' basis and other costs such as removal of debris. The value of the property/assets insured may need to be updated if you change locations, renovate, or expand your premises, or purchase new property/assets. If you do not check these values and advise us of changes you require, you could be underinsured as the insurer may apply an Average or Co-insurance clause.								
Average or Co-Insurance	Some policies contain an Average clause. This means that if you insure for less than the full value of the property, your claim may be reduced in proportion to the amount of the under-insurance. These clauses are also called "Co-Insurance" clauses. A simple example is as follows: <table> <tr> <td>Full (Replacement) Value</td><td>\$1,000,000</td></tr> <tr> <td>Sum Insured</td><td>\$ 500,000</td></tr> </table> Therefore, you would be self-insured for 50% of the Full Value. <table> <tr> <td>Amount of Claim</td><td>\$ 100,000</td></tr> <tr> <td>Amount payable after Co-Insurance</td><td>\$ 50,000 (50%)</td></tr> </table> Some Business Interruption policies contain an Average/Co-Insurance clause, but the calculation is different. Generally, the Rate of Gross Profit, Revenue or Rentals (as applicable) is applied to the Annual Turnover, Revenue or Rentals (as applicable) after adjustment for business trends or other circumstances. If you are in any doubt about whether and how Average/Co-Insurance clauses apply to your insurances, please contact your us for assistance.	Full (Replacement) Value	\$1,000,000	Sum Insured	\$ 500,000	Amount of Claim	\$ 100,000	Amount payable after Co-Insurance	\$ 50,000 (50%)
Full (Replacement) Value	\$1,000,000								
Sum Insured	\$ 500,000								
Amount of Claim	\$ 100,000								
Amount payable after Co-Insurance	\$ 50,000 (50%)								
Contracts and Leases You Sign	If you sign a contract with an indemnity, "hold harmless" or release, it can invalidate your insurance – unless you obtain the Insurer's consent in advance. This is because some policies contain a 'contractual liability exclusions' that mean the Insurer can refuse to pay or reduce the amount it is liable to pay by the extent to which it is unable to recover from the third party. These exclusions are often found in public and products liability, broadform liability and professional indemnity policies. These clauses are often found in leases and other contracts you sign from time to time relating to your business. Do not sign a contract or lease without contacting us and/or taking legal advice as to whether the contract terms will prejudice your policy.								



Leasing, Hiring and Borrowing Property	When you lease, hire, or borrow property, make sure that the contract clearly identifies who is responsible for insuring the property. Industrial Special Risks policies automatically cover property which you are responsible to insure, subject to the policy excess. Public liability insurance may assist you meet claims relating to property damage to property which you lease or hire. A sub-limit usually applies to the amount you can claim for damage to property in your care, custody, or control.
Additional Insureds and Noting Interests	If a person is to be named on your policy or insured as a co-insured or joint insured, notify us immediately so we can request this in advance from the insurer. Your property and liability policies will not provide automatic cover for the insurable interest of other parties (e.g., mortgagees, lessors). Check with us whether the insurer will include someone else as an insured or note their interests before you agree to this in a contract or lease. We cannot guarantee that an insurer will agree to include someone as an insured under your policy or to note their interests on your policy.
Claims Occurring Prior to Commencement	Most of your policies do not provide indemnity in respect of events that occurred before the insurance commenced. They cover events that occur during the policy period.
Claims Made During the Period of Insurance	Some policies (e.g. professional indemnity insurance) provide cover on a "claims made" basis. This means that claims first advised to you (or made against you) and reported to your insurer during the policy period are insured under that policy, irrespective of when the incident causing the claim occurred. (unless there is a date beyond which the policy does not cover – this is called a "retroactive date"). If you become aware of circumstances which could give rise to a claim, notify the insurer during the policy period. Report all incidents that may give rise to a claim against you to the insurers immediately after they come to your attention and before the policy expires
Insurer Solvency	We do not warrant or guarantee the current or ongoing solvency or financial viability of the insurer because we have no control over the insurer's performance, and this can be affected by many complex commercial and economic factors.
Unauthorised Foreign Insurers	In limited cases, we may recommend that you insure with an unauthorised foreign insurer. An unauthorised foreign insurer is an insurer that is not authorised under the Insurance Act 1973 (Act) to conduct insurance business in Australia and is not subject to the system of financial supervision of general insurers in Australia that is monitored by the Australian Prudential Regulation Authority. If the insurer becomes insolvent, you will not be protected by the Federal Government's Financial Claims Scheme provided under Part VC of that Act
Any Questions?	If you have any questions about the important notices above, please contact Sydney Insurance Broking Pty Ltd using the below details: Email: aqi@sibroking.com Phone: 02 9411 8032 Address: Suite 902, Level 9, Tower B, The Zenith 821 Pacific Hwy, Chatswood NSW 2067 Website: www.sibroking.com





Metrix Connect Pty Ltd

03 9397 8000 | info@metrixconnect.com.au | metrixconnect.com.au
4 Akuna Drive, Williamstown VIC 3106

ABN 23 635 386 136 | AFSL 525491

Important Information Syd Insurance Broking (SYDIB V2 28072026)