



**A.I.S. Insurance Brokers Pty Ltd**  
 PO Box 7660 Melbourne VIC 3004  
 137 Moray St South Melbourne VIC 3205  
 DX 20509 Emerald Hill  
 Telephone: 03 8699 8888  
 Facsimile: 03 8699 8899  
 E Mail: [insure@aisinsurance.com.au](mailto:insure@aisinsurance.com.au)

**LIVESTOCK INSURANCE PROPOSAL FORM**

**Period of Insurance:** \_\_\_\_/\_\_\_\_/\_\_\_\_ to 4:00pm on \_\_\_\_/\_\_\_\_/\_\_\_\_

**Proposer/s Full Name:** \_\_\_\_\_

**Are you registered for GST?**  Yes  No      If yes, ABN Number \_\_\_\_\_ ITC Proportion \_\_\_\_%

**Postal Address:** \_\_\_\_\_

\_\_\_\_\_ **Postcode:** \_\_\_\_\_

**Daytime Phone:** \_\_\_\_\_ **After Hours Phone:** \_\_\_\_\_ **Mobile:** \_\_\_\_\_

**Fax:** \_\_\_\_\_ **Email:** \_\_\_\_\_

Is there any other party with financial interest in the Animal(s) proposed for insurance?  Yes  No  
 If yes is insurance required for that party's interest?

**DESCRIPTION OF LIVESTOCK TO BE INSURED**

<b>1.</b>	Name of Animal	Date of Birth	Colour	Breed	Sex
	_____	_____	_____	_____	_____
	Tag / Tattoo / Identification	Date of Purchase	Purchase Price	If Bred Service Fee Paid	Sum Insured
	_____	____/____/____	\$ _____	\$ _____	\$ _____

<b>2.</b>	Name of Animal	Date of Birth	Colour	Breed	Sex
	_____	_____	_____	_____	_____
	Tag / Tattoo / Identification	Date of Purchase	Purchase Price	If Bred Service Fee Paid	Sum Insured
	_____	____/____/____	\$ _____	\$ _____	\$ _____

<b>3.</b>	Name of Animal	Date of Birth	Colour	Breed	Sex
	_____	_____	_____	_____	_____
	Tag / Tattoo / Identification	Date of Purchase	Purchase Price	If Bred Service Fee Paid	Sum Insured
	_____	____/____/____	\$ _____	\$ _____	\$ _____

<b>4.</b>	Name of Animal	Date of Birth	Colour	Breed	Sex
	_____	_____	_____	_____	_____
	Tag / Tattoo / Identification	Date of Purchase	Purchase Price	If Bred Service Fee Paid	Sum Insured
	_____	____/____/____	\$ _____	\$ _____	\$ _____

## QUESTIONNAIRE / LIVESTOCK INFORMATION

1. Location of Animal(s): \_\_\_\_\_
2. Is the location that the Animal(s) are kept at under constant supervision? \_\_\_\_\_
3. Have any of your Animal(s) been imported? If yes, when and where were they imported from? \_\_\_\_\_
4. How long have the Animal(s) been in your possession or care? \_\_\_\_\_
5. Have any of the Animal(s) proposed hereon suffered from any illnesses, injuries or diseases in the past 12 months? If yes, please provide details: \_\_\_\_\_
6. Are the Animal(s) in sound health? If no, please provide details: \_\_\_\_\_
7. Has the Animal(s) undergone any surgery? If yes, please provide details, dates and confirm whether the Animal(s) have made a full recovery: \_\_\_\_\_
8. Has there been any evidence of contagious or infectious disease at the location where the Animal(s) are kept in the past 36 months? If yes, give details, dates and confirm whether the location is now free from disease:  
\_\_\_\_\_
9. To your knowledge, are there any contagious or infectious diseases on the premises now? If yes, please provide details:  
\_\_\_\_\_
10. Please provide full details of your Veterinary Surgeon:  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_
11. Have you ever sustained a loss of animal in the past 38 months? If yes, please provide details: \_\_\_\_\_
12. Are the Animal(s) currently insured or have they been insured previously by your or your agent? If yes, please provide details including the names of previous insurers: \_\_\_\_\_
13. Has any insurer ever declined or refused to renew livestock insurance?  Yes  No  
If yes, please provide details: \_\_\_\_\_
14. Have you ever been paid claims on livestock at any time?  Yes  No  
If so, state how many, amount(s) and name(s) of insurer(s): \_\_\_\_\_
15. Are there any other circumstances within your knowledge or opinion not already disclosed, affecting or likely to affect the proposed insurance?  Yes  No  
If yes, please provide details: \_\_\_\_\_

## PAYMENT

If you would like to go ahead, please fill out these pages and return them to us either by fax or mail along with your payment. If you wish to electronically transfer the payment to our account, please contact us for details.

If you will be paying by credit card please fill out the slip below.

<b>Credit Card Payment Authority</b>			
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<b>Expiry Date</b> <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>		
<b>Cardholder Name</b>		<b>Amount</b>	<b>\$</b>
<b>Signature</b>		<b>Date</b>	

## YOUR DUTY OF DISCLOSURE

Before you enter into a contract of general insurance with an insurer, you have a duty, under the Insurance Contracts Act 1984, to disclose to the insurer every matter that you know, or could reasonably be expected to know, is relevant to the Insurers decision whether to accept the risk of the insurance and, if so, on what terms.

You have the same duty to disclose those matters to the insurer before you renew, vary or reinstate a contract of general insurance.

Your duty, however, does not require disclosure of matters:

- that diminishes the risk to be assumed by the insurer
- that is of common knowledge
- that your insurer knows or, in the ordinary course of his business, ought to know
- as to which compliance with your duty is waived by the insurer

Your duty of disclosure extends to not only answering the questions on the proposal form, but to all matters which are relevant to the risk, and you must notify the insurer of changes in the risk between the time of you answering the question on the proposal form and the date the contract of insurance is entered into.

### NON DISCLOSURE

If you fail to comply with your duty of disclosure, the insurer may be entitled to reduce their liability under the contract for a claim or may cancel the contract. If your non-disclosure is fraudulent, the Insurer may also have the option of avoiding the contract from its beginning.

## DECLARATION OF HEALTH AND FACTS

- ◆ I/We hereby acknowledge that my/our duty of disclosure has been brought to my/our notice as per the disclosure notice printed with this Proposal Form
- ◆ I/We declare that the Animal/s proposed for this insurance is/are in good health and is/are free from injury, disability, abnormality or illness and have been so for the past twelve (12) months and that I/We have not withheld any information likely to affect acceptance of this insurance.
- ◆ I/We hereby acknowledge that no insurance is in force until any Veterinary Certificates requested have been accepted by AIS Insurance Brokers.
- ◆ I/We declare that no information has been withheld or known of any other circumstance likely to effect the acceptance of this insurance.
- ◆ I/We agree that this application and declaration shall be the basis of the insurers' policy and will be subject to the terms, conditions, exclusions and endorsements contained therein.
- ◆ I/We also declare that the information provided in this Proposal Form by me/us is correct in every particular.

I/We have received a copy of the Statutory Notices (Your Duty of Disclosure) for the Insurance Contracts Act 1984 and The Insurance (Agents and Brokers) Act 1984 as shown above.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

*No Insurance is in force until this proposal and any Veterinary Certificate has been received and accepted by the insurer.*

## INSURANCE PRODUCT DISCLOSURE STATEMENT (PDS)

### About this PDS

The financial product offered in this PDS is provided by A.I.S. Insurance Brokers Pty Ltd. The purpose of this PDS is to assist you to understand your insurance policy and enable you to make an informed choice about your insurance requirements. The PDS sets out the significant features of the insurance policy including its benefits, risks and information about how the insurance premium is calculated. You also need to read the policy wording which is covered under 'THE CONTRACT BETWEEN YOU AND THE INSURER. This provides a full description of the terms, conditions and limitations of the insurance policy.

This Product Disclosure Statement was prepared in February 2004.

### Who is the insurer and how can they be contacted?

Certain Underwriters at Lloyd's are the issuer of this insurance policy. Lloyd's Australia Ltd is the representative office of Lloyd's of London and is located at:

Suite Q, Level 12, 55 Hunter Street, Sydney NSW 2000

You can contact us by:

- Calling in person at or writing to the office
- By telephoning (02) 9223 1433
- By facsimile (02) 9223 1466

### Significant benefits and features

The policy coverage in respect of:

- death or slaughter on humane grounds of any insured animal, resulting from an injury or illness sustained or contracted and notified during the period of insurance
- Theft or straying during the period of insurance, where the animal is not recovered within 90 days.
- After prior written agreement \$300 for each insured animal, during the period of insurance to cover the cost of advertising for lost or strayed animals and the payment of a reward which leads to recovery.

### Significant risks

The risks associated with your Insurance policy include:

- whether the policy will provide the cover you require. Cover may not be adequate because the type or amount of cover you require does not match the cover provided by your policy.
- *For example*, because you do not satisfy terms and conditions of cover, or an exclusion applies such as your failure to take adequate precautions to protect the health of your animal
- if you do not comply with policy terms and conditions, for example your duty of disclosure, the underwriter can refuse to pay part or all of a claim.

### The amount you pay for this insurance

The amount we charge you for this insurance policy is the total amount of the premium that we calculate to cover the risk, plus GST and any relevant government charges (such as stamp duty). These amounts add up to the total amount you must pay. Once the policy is issued, your premium, GST and any relevant government charges are shown in the policy schedule. If you change your policy in any way you may be entitled to a refund of premium or asked to pay an additional amount.

### How to make a claim

As soon as possible after an accident or event that causes the loss or damage, you must first:

- In the event of death
  - immediately notify A.I.S. Insurance Brokers Pty Ltd by telephone or facsimile;
  - have a post-mortem examination done, at your expense, by a licensed veterinarian approved by A.I.S. Insurance Brokers Pty Ltd and
  - provide A.I.S. Insurance Brokers Pty Ltd, within 60 days, a copy of the post-mortem examination and your signed and sworn proof of loss.
- In the Event of Theft or Straying make a report to the police:
  - about any accident, or
  - any malicious damage, or
  - any theft or attempted theft, and

Contact A.I.S. Insurance Brokers Pty Ltd and explain what happened. We will advise you of the claims process and assist you through the next steps.

### How various factors affect your premium

We consider a number of factors in calculating your premium. The key factors that affect the premium are the type of cover and any optional benefits available, that you select. For example, Mortality plus Loss of Use cover for your items will be more expensive than a cover restricted to Mortality only.

The amount of premium that you pay will also depend on the information you give us about your Animal(s) and the other factors.

### **The amount you pay towards a claim**

An excess is an amount that you are required to pay in the event of a claim. The amount of excess depends on the assessment of risk. There is no excess in respect to Mortality or Loss of Use claims.

### **How a claim payment is calculated**

We will pay a sum not exceeding the market value of your animal shown in the schedule at the time of loss or the sum insured shown in the schedule whichever is the lower.

### **Important Information**

The insurance we offer you is set out in the policy. It is important that you:

- read all of the policy before you buy it to make sure that it gives you the protection you need,
- are aware of the limits on the cover provided and the amounts we will pay you, (including any excess that applies), and
- are aware of the policy definitions.

In some circumstances the terms and conditions of this policy may be amended by endorsement. If your policy is endorsed you will receive notification of the endorsement.

### **Code of Practice**

The General Insurance Code of Practice has been developed to raise the standards of service and practice in the insurance industry. Lloyd's underwriters are a signatory to the Code and we support its aims to improve standards, by:

- Creating "plain English" policies which everyone can understand
- Providing ongoing training to our employees and Authorised Representatives so that they can provide better service to you
- Providing you with better claims handling and dispute resolution

### **Changes to this policy**

Information which is not materially adverse is subject to change from time to time. Changes in policy wordings will be communicated to you in several ways and these are:

- If a change would affect you adversely, A.I.S. Insurance Brokers Pty Ltd on behalf of Certain Underwriters at Lloyd's, will issue you with a new PDS or a Supplementary Product Disclosure Statement.
- For minor changes which do not adversely affect you, information can be obtained by telephoning A.I.S. Insurance Brokers Pty Ltd on behalf of Certain Underwriters at Lloyd's, calling at our offices to find out what changes might have occurred.

If changes have occurred we will be pleased to provide you with a paper copy of them on request.

### **Cooling off period**

We will refund the entire premium you have paid for cover under this insurance policy if you cancel the policy within 21 days of its commencement. To do this, you must advise us in writing and return the schedule to the office of A.I.S. Insurance Brokers Pty Ltd. You will *not* receive a refund if you have made a claim under the insurance policy.

### **Information Privacy Code**

The General Insurance Information Privacy Code sets a standard for the protection of individuals' personal information.

Certain Underwriters at Lloyd's are a signatory to this Code and we support its aims to improve standards, by:

- a. Being fair in the way we collect information about you
- b. Securing the personal information of those who deal with us
- c. Being open with you about the information we hold and what we do with it
- d. Providing ongoing training to our employees, Authorised Representatives and third party providers

Under the Privacy Principles, on which the Code is based, Certain Underwriters at Lloyd's may be required by law to disclose clients' information to third parties, such as law enforcement agencies.

### **Complaints**

If you are not satisfied with our service we recommend that you use the complaints procedure set out below. The type of complaint could relate to the behavior of or advice given by Certain Underwriters at Lloyd's or authorised representative, a decision on a claim, the privacy of your personal information or any other matter relating to your insurance that is of concern to you. These procedures are available free of charge to you.

First, contact the employee or authorised representative with whom you have had contact, to see if he / she can resolve the problem. If that is not possible, then contact the Complaints Officer at A.I.S. Insurance Brokers Pty Ltd.

The Complaints Officer will review the information and give you a response as quickly as possible, but no later than three working days from the date when the complaint is received.

If you are not satisfied with the response given by the Complaints Officer, then please either telephone or write to:

The Complaints Department  
Lloyd's, One Lime Street, London EC3M 7HA  
Telephone Number: 00 44 20 7327 5693  
Facsimile Number: 00 44 20 7327 5225

You will receive a reply from the Disputes Resolution Committee within seven working days or alternatively you will be asked for further information. If this is required you will receive a reply within seven working days of our receiving the additional facts.

If Certain Underwriters at Lloyd's are not able to resolve your problem you will be given information about the General Insurance Enquiries and Complaints scheme, where your complaint can be further considered.

This will still be free of charge to you.

If your complaint is not resolved by the above procedures you retain the right to take the matter to mediation, arbitration or through the legal system where you may have to pay your own legal costs.

## FINANCIAL SERVICES GUIDE

### FEES FOR OUR SERVICES

You are entitled to know how and what we will charge for our services and what other benefits we receive. The way we are *remunerated* will depend on the advice and level of service being provided. It may be either by a fee, commission, or a combination of both depending on the type of service and advice you require.

#### General Insurance:

We charge you a fee for the advice we provide and for arranging contracts of insurance. Our usual fee is between 15% and 40% of the premium with a minimum charge of \$25, but will vary depending on the nature and volume of the work we do for you and whether the insurer who issues your policy reimburse us for the costs of the work we do for them. This fee may comprise commission paid by the insurer, broker fee or a combination of both.

#### Examples:

(A) If your home insurance policy has a total annual cost including GST of \$470, our commission will be between \$0 and \$77 and our brokers' fees *between* \$27 and \$75 for a total income to AIS of up to \$105 including GST

(B) If your car insurance policy has a total annual cost including GST of \$488, our commission will be between \$0 and \$45 and our brokers' fees between \$27 and \$80 for a total income to AIS of up to \$80 including GST.

#### Advisory Services:

Fees for these services vary in accordance with the nature and volume of the work undertaken. You could expect these fees will range from \$120 per hour to \$330 per hour.

Some of our charges may be tax deductible. Your representative will discuss with you your options before or at the time of providing advice. Written confirmation of the calculation of fees and commissions is included in your Statement of Advice.

All charges which are subject to GST have GST included in the above examples.

### TERMS OF PAYMENT - INVOICES

Where we invoice you for the premium, statutory charges (e.g. stamp duty, GST, fire services levy, etc) and our fees 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 due 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 will not be insured. The insurer may also charge a short term penalty premium for the time on risk. Where a new policy or endorsement to an existing policy has been arranged by us, our fees will usually be payable notwithstanding a subsequent decision by you not to proceed with that cover.

### COMPLAINTS AND DISPUTES

If you are not fully satisfied with our services, and you are unable to resolve the matter satisfactorily with your adviser, please contact our internal disputes officer who is responsible for handling complaints and disputes. We will acknowledge your complaint in writing and endeavour to resolve your problem within 20 days.

If you are still not satisfied, we subscribe to the Insurance Brokers Dispute Limited which handles complaints against insurance brokers involving amounts up to \$50,000 for retail clients who have purchased most personal insurance policies, motor vehicle insurance and small business insurance. You can refer your complaint to the IBDI, General Manager who will conciliate with a view to seeking a solution that is acceptable to both parties. IBDL can be contacted on 1800 064 169 or at <http://www.ibdltd.com.au/>

Access to IBDL is free to consumers.

### PRIVACY

We are committed to protecting your privacy. We use the information you provide to advise about and assist with your insurance and financial planning needs. We only provide your information to the companies with whom you choose to deal (and their representatives). We do not trade, rent or sell your information.

If you don't provide us with full information, we can't properly advise you and you could breach your duty of disclosure. You can check the information we hold about you at any time.

For more information about our Privacy Policy, ask us for a copy.

## CONFLICTS OF INTEREST

We are obliged to disclose all aspects of our business in which actual, apparent, potential or perceived conflicts of interest may arise, to promote the following primary outcomes:

- (a) confident and informed decision making by consumers;
- (b) fairness, honesty and professionalism by those who provide financial services; and
- (c) fair, orderly and transparent markets for financial products:

We have entered into an Intermediary Profit Share (IPS) agreement with certain insurers. The underwriters involved are Zurich Australian Insurance Limited, QBE Commercial Insurance and our binding facilities arranged with Lloyds of London. Provided that we meet certain criteria, including profitability, we will receive additional commission by way of a profit share bonus. This will be a payment from these insurers based on:

\* the profit that they earn on certain business; and/or

\* the volume of certain business we provide to them,

within an agreed period. It may be a percentage of the profit (or levels of profit) or an agreed amount depending on the level of profit achieved.

We also receive variations in the level of brokerage or commission offered between some insurers with whom we place insurance and consider this in setting our administrative fee.

We may place insurance via the underwriting facilities of Guardian Underwriting Services Pty Ltd and that the shareholders of AIS Insurance Brokers Pty Ltd also own the majority of shares of Guardian Underwriting Services Pty Ltd.

AIS Insurance Brokers Pty Ltd has a facility with Hunter Premium Funding Ltd to provide our client's with financing of insurance premiums over an extended period.

Insurance Premium Funding is a flexible payment solution that can be tailored to meet your financial needs by offering insurance premium repayments spread over monthly periods. This frees up working capital for other income generating opportunities, and does not interfere with existing finance facilities. Our funding options cover most types of insurance contracts, with very few exceptions.

We have provided options with these documents offering installment payments of the premium and terms of the finance contract.

Some of the information provided by Hunter which may be relevant in your decision include:

Benefits of Premium Funding

- Takes the sting out of lump sum payments by providing you with flexible, low-fuss cost solutions

Frees Up Working Capital

- Improved cash flow allows the freedom to invest in other income-generating activities that can help your business grow

Competitively Priced

- Interest rates for premium funding are very competitive with other forms of finance, and you'll save even more by avoiding overdraft fees

Tax Deductible

- The interest payable on premium funding is tax deductible

Flexibility

- Multiple payment options available including Credit Card, Direct Debit or BPAY.

- Flexibility is key to the success of premium funding, so talk to us about designing the right structure to suit your individual needs

Security

- Hunter is the largest provider of Insurance Premium Funding in Australia and New Zealand
- Hunter has an annual turnover exceeding one billion dollars

Hunter Premium Funding may pay to AIS Insurance Brokers an amount for providing this business to them and for the document preparation and information transfer. If a payment is made it is included within the cost of the finance contract outlined.

These relationships and potential payments to AIS have no bearing or influence on us in providing our services.

## PRIVACY POLICY

AIS Insurance Brokers Pty Ltd has always protected the privacy of personal information of our valued clients. The standards to which we handle this personal information have now been set by the Privacy Act and the National Privacy Principles (NPP), which came into effect on 21st December 2001. All Staff, Broker Representatives, Agents and Contractors have agreed to hold all information in confidence and not use it for any purpose except to carry out the service they are providing. We do not sell or share names, addresses or any other information with third parties, except to the extent necessary to complete our obligations as Insurance Brokers or as stated in this document.

### **How & why we require your Personal Information**

We collect information either directly from the relevant individuals or in some cases, from third parties. They may provide information for someone else requiring the benefit of the services that we offer, such as a nominated driver, director or officer or other staff member.

The information is collected to allow us to provide our insurance broking services including to arrange and place insurance cover, assess and underwrite risks, properly administer your claims and source & facilitate finance.

### **Disclosure of your Personal Information to third parties**

As we have a duty to maintain the confidentiality of our clients affairs, we only disclose information to third parties who we believe are necessary to assist us in providing, managing and administering the services we provide and products we are involved with. These third parties are also required to abide by the National Privacy Principles and use the personal information only for the services that they supply.

### **What we expect of you**

AIS aim to ensure that your personal information is up to date and accurate. Please contact us if you need to:

Seek access to, or revise your personal information

Feel that the information we currently have on record is incorrect or incomplete.

### **Transfer of information overseas**

We may transfer your personal information overseas where it is necessary to provide our service. Some insurers or re-insurers are based overseas and we need to provide your personal information to them to arrange your cover.

### **Opting out**

We regularly distribute to our clients information about our products & services, such as newsletters, which we believe may be of interest to you. If you do not wish to receive this additional information, please contact our office.

### **How to contact us**

If you wish to gain access to your personal information, have a complaint about a breach of your privacy or you have any query on how your personal information is collected or used, or any other matter relating to our Privacy Policy, you can speak to any of our staff, who will do their best to try to resolve your issue as simply as possible.