



Storex Pty Ltd
142 – 144 Frankston -Dandenong Road
DANDENONG SOUTH VIC 3164

Aon Commercial Risk Solutions
Suite 407, Level 2, Saigon Plaza,
462 Chapel Road,
Bankstown
NSW 2200

15 September 2020

Dear Andrew

SELF STORAGE INSURANCE POLICY – COMPLIANCE ASSISTANCE KIT

Thank you for the opportunity to arrange the Self-Storage Insurance Policy on your behalf.

As discussed, the Australian Securities and Investments Commission (**ASIC**) has put in place *ASIC Corporations (Basic Deposit and General Insurance Product Distribution) Instrument 2015/682 (General Insurance Distribution Instrument)* so that you, as a “distributor”, do not need to obtain an Australian Financial Services Licence (**AFSL**), when arranging Customer Storage Insurance for your customers.

If you are operating as an individual or partnership, to obtain the benefit of the General Insurance Distribution Instrument you must not have had a banning order issued under section 920B of the *Corporations Act 2001 (Cth) (Act)* prohibiting the following:

- provision of any financial services; or
- provision of specific financial services in specified circumstances or capacities; or
- performing any function involved in the carrying on of a financial services business; or
- performing specified functions involved in the carrying on of a financial services business.

If applicable, we assume that you have not been issued with a banning order under section 920B of the Act. If our assumption is incorrect, please let us know immediately.

As you are arranging the Customer Storage Insurance for your customers on behalf of Aon Risk Services Australia Limited (**Aon**), there are certain regulatory obligations Storex Pty Ltd must satisfy under the terms of the General Insurance Distribution Instrument and as outlined in your Distributor Agreement with us. Some of the key regulatory obligations are detailed in the enclosed table we have prepared to assist you comply with your responsibilities as an authorised distributor of general insurance on behalf of Aon.

We strongly recommend that you note the contents of your Distributor Agreement and this table as failure to comply with these regulatory obligations may result in a termination of your Distributor Agreement.

To assist Storex Pty Ltd comply with the applicable regulatory obligations we will ask you annually to:

- complete the attestation contained at Appendix A; and
- certify that the regulatory obligations under the Distributor Agreement and the enclosed table have been satisfied.

The attestation referred to above will be sent to you electronically.

It is also important that you retain records of all customer communications, as we may from time to time audit customer records to ensure regulatory documents were provided.

Variation of Distributor Terms and Conditions

Lastly, we would like to clarify that Aon only wishes to hold account self-storage operators liable for any breach of the terms and conditions to the extent that they are responsible. In view of this position, we provide notice that clause 7.1 should be changed, with effect from the date that you entered into the agreement, as follows:

The Distributor will indemnify Aon for any loss or damage sustained by Aon as a result of any act or omission by the Distributor or its employees, officers, agents or subcontractors, whether that act or omission constitutes a breach of this agreement or not to the extent that they caused or contributed to any such loss or damage. This clause will survive the expiry or termination of this agreement.

Please note that we are not able to provide any legal advice in relation to the contents of this letter, including the enclosed table, and any advice provided. These have been provided for your general information purposes only. Please feel free to obtain your own independent legal advice if you have any concerns.

If you would like to discuss the contents of this letter further, please feel free to contact me on +61286234239 or +61292537084.

Yours sincerely

Darren Clausen & Sally Knight



YOUR OBLIGATIONS IN RELATION TO THIS POLICY

Definitions

In reading the table below, please note the following defined terms:

- Aon** means Aon Risk Services Australia Limited, ABN 17 000 434 720.
- Covered Person** means any person or organisation described in the Policy, either directly by name or by indirect reference, and where required, has satisfied any conditions to access cover, including the payment of any relevant fee.

Table of Obligations & Other Information

Obligations	Requirement
Disclosure of general information	<p>You must take all <u>reasonable steps</u> to provide the following factual information about the Customer Storage Insurance to any Covered Persons, as well as any potential Covered Persons:</p> <ul style="list-style-type: none"> • explanation of your role as distributor in arranging the cover; • details of any remuneration (including commission) or other benefit you as distributor may receive from Aon as a result of arranging the insurance cover; and • details of Aon’s complaint handling process and how that can be accessed. <p>Important: At Annexure B is an Important Distributor Notice covering the above.</p> <p>You may otherwise use the following abbreviated form of disclosure on any websites where coverage is advertised:</p> <p><i>Storex Pty Ltd act as a distributor of Aon Risk Services Australia Limited ABN 17 000 434 720 AFSL 241141 (Aon) in issuing or arranging Customer Storage Insurance underwritten by QBE Insurance (Australia) Limited ABN 78 003 191 035.J. We receive the full amount paid by you for access to the storage insurance benefits that we have arranged under our policy of insurance with QBE. Please contact us if you have any queries in the meantime”</i></p>



Disclosure of Remuneration	You must separately line item the cost for applying for cover in your insurance application form and tax invoices. Aon may request this information at any time and share it with the insurer as the ability to charge an <i>appropriate amount</i> to access the cover is at your discretion. Please note that neither Aon nor any insurer, take any responsibility or liability in your decision to charge customers, nor your disclosure practices which must be fair and transparent. Please speak with your tax advisor if you would like any further guidance.
You must not provide any advice to customers	<p>You must not under any circumstance provide any advice to a customer in relation to the Customer Storage Insurance. Advice is an opinion, recommendation or statement that is intended to influence a person or persons in making a decision in relation to purchasing insurance. Advice is different from providing factual information and generally includes phrases such as “<i>I think</i>”, “<i>in my opinion</i>” or “<i>I would recommend.</i>” Some specific examples of giving advice include:</p> <p>“<i>I think you should insure your goods in storage</i>” “<i>It’s the cheapest product you can get</i>” “<i>I think you should buy this policy, it’s the best one available</i>” “<i>In my opinion Insurance Company X is the better one</i>”</p> <p>As our distributor, you cannot provide your clients with advice on Aon Products or any insurance products, however you can provide your clients with factual information about the existence of coverage that can provide x, y and z coverage.</p>
Documents must be made available at point of sale	<p>Before or at the time of arranging Customer Storage Insurance for new or existing customers (regardless of whether they apply at the store front or online), you must:</p> <ul style="list-style-type: none"> • make available for the customer’s review the following documents: <ul style="list-style-type: none"> ○ Important Distributor Notice (contained at Annexure B) on your letterhead; ○ Aon’s Financial Services Guide (FSG); and ○ Product Disclosure Statement (PDS), (together, Regulatory Documents) <p>NB. If the customer applies at the store front, you may make the Regulatory Documents available for the customer’s review and let them know that these documents will be emailed to them. Please obtain an email address for this purpose. If the client prefers the documents in hard copy, please provide them a copy – we will provide you a limited</p>



	<p>supply for this purpose.</p> <ul style="list-style-type: none"> • email the customer copies of the Regulatory Documents. Aon will provide a template email with a hyperlink to each of the above documents, which you can email to your customers within 5 business days of arranging the cover for the customer. <p>In addition, a copy of Annexure B (on your letterhead), Aon’s FSG, and the PDS provided by Aon must be made available on your website. Aon will provide you with our most recent version of each document as they are released, and we request that you promptly update your records accordingly.</p>
Complaints must be reported to Aon	If you receive a complaint in relation to the Customer Storage Insurance from a customer, you must immediately inform Aon compliance by emailing au.compliance@aon.com .
Claims under the Customer Storage Insurance policy must be reported to Aon	If a customer submits a claim under their Customer Storage Insurance policy, you must immediately notify Aon by emailing Darren Clausen and/or Sally Knight. You must not assist customers with any claims processing.
If you fail to comply with any of your obligations	Upon discovering that you have failed to comply with one of the listed obligations, or an obligation under one of the laws listed in the Terms and Conditions, you must immediately notify Aon Compliance by emailing au.compliance@aon.com .
Do not publish material without Aon’s prior consent	You must not publish any material that refers to Aon or Customer Storage Insurance, in either hardcopy or electronically, without Aon’s prior written consent.



Annexure A

Name of entity _____

Customer service representative name _____

Date completed _____

Requirement	Response
Do you have version QM723-0718 of the Customer Storage Insurance application form?	
Do you have Aon's Financial Services Guide prepared on 10 November 2019?	
If you have a copy of Aon's Financial Services Guide on your website, is it the version that was prepared on 10 November 2019?	
Do you have the Customer Storage Insurance Product Disclosure Statement dated 1 July 2019?	
If you have a copy of the Customer Storage Insurance Product Disclosure Statement on your website, is it dated 1 July 2019?	



Annexure B

Please copy the text below onto your letterhead

Important Distributor Notice

Our self-storage office (we) act as a distributor of Customer Storage Insurance (Distributor) for Aon Risk Services Australia Limited ABN 17 000 434 720 AFSL 241141 (Aon). Aon is licensed and authorised to deal in and provide financial advice in relation to all general insurance products.

As a Distributor of Aon, we are authorised to deal in the Customer Storage Insurance product offered by it.

As a Distributor we can assist you in arranging Customer Storage Insurance, however we are unable to provide you with any advice, recommendation or our own opinion in relation to these insurance products. Information we may provide you on Customer Storage Insurance, including representations as to features of Customer Storage Insurance, is not intended to be financial advice, and should not be construed or relied on as such. You should read the Customer Storage Insurance Product Disclosure Statement and the Aon Financial Services Guide carefully, assess whether Customer Storage Insurance is appropriate for you, and consider talking to an adviser before deciding to purchase Customer Storage Insurance.

We receive the full amount paid by you for access to the storage insurance benefits that we have arranged under our policy of insurance with QBE.

A copy of the Aon Financial Service Guide and insurer Product Disclosure Statement will be made available to you. Aon's Financial Services Guide can also be accessed through Aon's website. Please consider these documents before deciding whether the relevant Customer Storage Insurance is right for you.

If you have a concern or complaint about the Customer Storage Insurance we have provided you as a Distributor of Aon, you should contact Aon's Complaints Manager at:

Complaints Manager
Aon Risk Services Australia Limited
GPO Box 4189
Sydney NSW 2001
au.compliance@aon.com



Empower Results®

If you are not satisfied with the outcome determined by the Complaints Manager, you may contact the Australian Financial Complaints Authority (AFCA) who is an independent external dispute resolution body. AFCA's contact details are as follows:

Phone: 1800 931 678
Email: info@afca.org.au
Website: www.afca.org.au
Mail: GPO Box 3 Melbourne VIC 3001