



## **OFS Insurance Brokers Client Service Standards Statement**

### **Our commitment**

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

### **Treat Clients Fairly**

We will listen to you to understand your objectives and priorities and ensure you understand what is being said to you. We will discover your needs together.

### **Act with Integrity**

We will only recommend products or services that you need, and we will ensure what we recommend will suit your needs.

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

We will always explain why we are recommending products or services to you so you can make an informed decision.

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

Our communication will be clear and precise, so you understand, and it will outline our discussions and agreements. We will always provide up to date disclosure statements about your advisor and OFS Insurance Brokers.

### **Protect Client Information**

We guarantee the information we collect will be protected and will only be used for the purpose it is collected for. Information gathered from you will not be sent to a third party without your consent.