

related parties, premium funding commissions/relationships etc.) and only proceed if they are comfortable with them.

See the section on Conflicts of Interest in the Companion to the Underwriter Manual for more information.

- + Is the insured foreign owned or controlled by a foreign entity? Is the insured or their parent company a 'sanctions-affected' person? You cannot act if the insured is or is controlled by an entity that is subject to UN or international sanctions.

See the section on Restrictions on Dealing with Foreign Insureds in the Companion to the Underwriter Manual for more information.

- + If acting for a Lloyd's underwriter, do the EU sanctions, UN anti-bribery and UK anti-money laundering laws apply in a way that would prevent you from offering insurance to the insured?

See the section on Guidance for Lloyd's Coverholders in the Companion to the Underwriter Manual for more information.

## 6 SERVICE STANDARDS

Ensure that at all times, you provide underwriting services in an efficient, honest, and fair way and dealings with insureds and brokers are open and transparent.

If the insurer has given us binding authority and also subscribes to the General Insurance Code of Practice, you must provide certain service standards when selling insurance, dealing with claims, responding to catastrophes and disasters and handling complaints.

Where the insured is a 'vulnerable' insured, there are additional standards that we must meet. This includes recognising that a person's vulnerabilities can give rise to unique needs, and that their needs can change over time and in response to particular situations. These standards apply from 1 July 2020.

Where customers are experiencing financial hardship, there are also additional standards that we must meet, including placing any recovery action on hold while considering an application for financial hardship. These standards also apply from 1 July 2020.

See the Companion to the Underwriter Manual for more details about the Service Standards contained in the General Insurance Code of Practice, including in relation to vulnerable insureds and financial hardship.

To achieve this:

- + Give the insured an overview of our services so they understand the type of service we provide (including their rights under the General Insurance Code of Practice, if it applies). Usually the Financial Services Guide will be ideal for these purposes.
- + Give a general advice warning to the insured (as we do not provide personal advice). It is important for an insured to understand that it's their responsibility to carefully consider the insurance policy and whether it suits their individual needs and circumstances and to meet their obligations under the terms of their policy or to seek professional advice from an insurance broker.

- + Follow the underwriting guidelines and limits for the class of insurance that you underwrite and at all times act within the limits of your underwriting authorities. Explain to the insured or their broker if it is necessary to seek the insurer's approval for the acceptance of insurance business.

See the section on Underwriting in the Companion to the Underwriter Manual for more details.

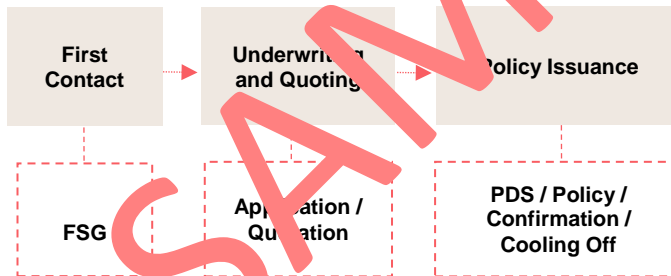
## 7 NEW BUSINESS

### 7.1 DEALING DIRECT WITH INSURED

Often when you are dealing direct with the insured, you are dealing with a retail client. Check to ensure that you understand whether you are dealing with a retail or wholesale client.

See the section on Retail vs Wholesale Clients in this Manual.

If you are dealing with a retail client, the retail client disclosure laws apply and the process for underwriting policies for the insured will look like this:



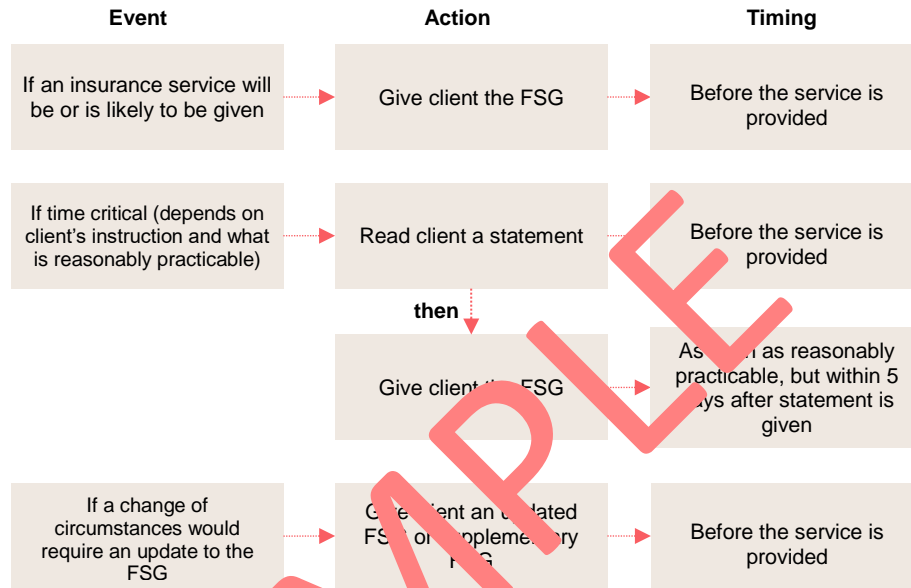
### 7.2 GIVING THE FSG – GENERAL PRINCIPLES

Give the insured our Financial Services Guide (FSG) before you accept an application for insurance, unless it is a 'time critical' transaction (see below).

If you don't give the FSG, it is a breach of financial services laws so don't forget to give it!

See the Companion to the Underwriter Manual for information about what is contained in an FSG.

The diagram below illustrates when an FSG should be given.



The FSG can be provided by:

- + Giving it to the person – in a face-to-face meeting;
- + Sending it to the client electronically (e.g. by email, app notification or other digital message);
- + Sending it to the person's postal or street address, email address or fax number; or
- + In any manner that is agreed to by the person - provided that you are satisfied on reasonable grounds that they have received it.

If an FSG is supplied electronically, the intending insured must supply an email address for the purpose of receiving the FSG (and other insurance documents) and the FSG must be supplied in a way that allows them to keep a copy of it. For example, an attachment to an email or by sending an email with a hyperlink to the FSG or a reference to a website address where the FSG can be found.

If you are sending the FSG electronically you must give the client the opportunity to opt out of receiving it electronically within 7 days.

You can have more than one version of your FSG provided each version complies with the prescribed content.