

## Runacres Insurance Limited - Client Service Standards Statement

In alignment with the Runacres Values – we have a 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. We must act ethically, with a focus on Conduct and Client care. We commit to providing financial advice with good outcomes for our clients as our top priority.

We commit to **Treating Clients fairly** by listening carefully to you and together discovering your needs.

We commit to **Acting with Integrity** by only recommending products or services that meet your needs.

We commit to **Giving Advice that is suitable** by explaining to you why we recommend any product or service before you purchase.

We commit to **Ensuring that as a client, you understand the financial advice given to you** by providing you with clear and concise communication. It will outline our discussions and agreements made. We will always provide a disclosure statement about your broker and Runacres Insurance Limited.

We commit to **Protecting Client Information** by ensuring all information provided to us is held securely and only used for the reasons we collect it.