

# Insurance Brokers Code of Practice

## About the Insurance Brokers Code of Practice

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The Insurance Brokers Code of Practice (the Code) is owned and published by the National Insurance Brokers Association (NIBA). A copy can be downloaded from NIBA's website at <http://www.niba.com.au/html/24513.cfm>.

All NIBA members are automatically bound by the provisions of the Code. Non- NIBA members can also adopt the Code.

The Code sets standards of good practice for subscribing insurance brokers, who follow these standards when dealing with persons who are, or who may become, an individual or small business client of an insurance broker.

The Code is intended to promote good relations between insurance intermediaries, their clients, insurers and others within the insurance industry. It also promotes efficiency in transactions by describing standards of good practice and the level of service to be expected from members.

The principles and obligations set out in the Code apply to all insurance broking services delivered to individuals and small business across Australia. In that sense, the Code forms an important part of the broader national consumer protection and financial services regulatory frameworks.

Code subscription is not compulsory, however, the Australian Securities and Investments Commission (ASIC) supports Code compliance as an effective tool in the self-regulation of insurance brokers which assists in creating increased consumer confidence in the insurance broking industry.

## About the Code Administrator

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NIBA has appointed the Financial Ombudsman Service Limited (FOS) as its Code administrator, to independently administer and monitor compliance with Code obligations by Code members.

FOS is an approved independent EDR scheme that offers specialised services in dispute resolution, systemic issues management and code monitoring for financial services providers. FOS has established a separate Code Compliance Monitoring Unit to undertake this role (the Code Compliance Team).

The Code monitoring functions and responsibilities of the Code Administrator can be grouped into three broad categories, namely Influencing, Investigating and Monitoring compliance by Code members with the Code's obligations.

## Review of the Insurance Brokers Code of Practice

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The Insurance Brokers Code of Practice has been in operation since 2006 and is coming up for its formal review which is to be conducted every three to five years. The review includes consultation with NIBA Members, the Australian Securities and Investments Commission (ASIC), the Federal Government, consumers, and others involved in the insurance industry.

The Board of NIBA has appointed Professional Financial Solutions (PFS) [www.pfsnet.com.au](http://www.pfsnet.com.au) to assist in the conduct of the Code Review. The Code Review Team comprises Philip Maguire, Simone Thompson and Rebecca Johnstone. The Code Review process is open to all interested stakeholders who wish to raise matters relating to the Code and its operation.

For more information in regards to the Code review of if you wish to make a submission, please check out <http://www.niba.com.au/html/24513.cfm>.