



# NIBA CODE OF CONDUCT

The National Insurance Brokers Association (NIBA) is the peak body of the insurance broking profession in Australia.

Strata Solutions International Pty Ltd, trading as Strata Insurance, subscribes to the NIBA Code of Conduct.

## The Code ensures that brokers:

- Act in the best interests of the Client;
  - Provide advice and guidance to enable clients to make informed decisions on risk and insurance protection;
  - Provide full and accurate information for effective underwriting;
  - Respect the client's confidentiality in relation to all records and information;
  - Ensure the validity and accuracy of all documentation;
  - Make available all relevant documentation, policies and certificates, endorsements, and premium calculations as may be required;
  - Be professional, efficient and responsive in all dealings;
  - In the event of a claim, take every step necessary to ensure prompt and fair settlement;
  - Work towards maintaining and enhancing the reputation of NIBA and its members;
  - Act in the spirit of the Code and encourage others to do likewise.
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