



These are not just words. They are the words we live by:

- |           |           |               |                       |
|-----------|-----------|---------------|-----------------------|
| Quality   | Value-add | Ethics        | Customer Concern      |
| Integrity | Honesty   | Communication | Customer Satisfaction |

## Profusion Administrators Treating Customers Fairly Statement

### Profusion Administrators Are committed To Treating Our Customers Fairly

Profusion Administrators are committed to offering our customers the highest standards of service achievable. In so doing we are proud to support the Financial Sector Conduct Authority with the initiative 'Treating Customers Fairly'.

We acknowledge that both we and our customers have everything to gain if we look after your best interests and treat you fairly in all aspects of our dealings with you.

#### Our commitment to you:

We will:

- provide you with clear information about the products and service we offer, including fees and charges
- encourage you to ask if there's something you don't understand
- give you access to a formal complaints procedure should you become unhappy with our service

#### How you can help us:

To help us give you the most appropriate advice, we will ask you to:

- let us know about changes that might affect your ability to repay your insurance product
- let us know if there is any aspect of our service, or of a product or claim we have communicated verbally or written that you don't understand
- tell us if you think there are ways we can improve our service
- let us have feedback on our emailed Measurement Tool to evaluate our service and or service providers

We thank you for choosing Profusion Administrators.

Profusion Administrators License No. FSP 43671

Profusion is an authorised (UMA) Underwriting Management Authority

Profusion operates in accordance to the provisions of the FAIS Act and we are an authorised Financial Service Provider

Profusion is authorised to provide Intermediary Services on Short-Term Personal Lines and Short-Term Commercial, Insurance Products.

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