

Customer Name:	Insured Currency
Uplift Address:	<input checked="" type="checkbox"/> A\$
Delivery Address:	

Periods Covered	Risks Covered	Basis of Settlement	Mode of Transport
<input type="checkbox"/> Transit <input type="checkbox"/> Transit with Storage extension	<input checked="" type="checkbox"/> Full Cover	<input checked="" type="checkbox"/> Replacement Cost	<input type="checkbox"/> Air <input type="checkbox"/> Sea <input checked="" type="checkbox"/> Road

IMPORTANT INFORMATION

Itemise and value your goods

Use the List below to itemise the value of your goods. When itemising the value of your goods:

For **Replacement Cost** cover, ensure that you itemise the cost of new goods of similar type. For items insured for their Market Value only (computers and computer accessories, clothing, motor vehicles, motor bikes, caravans, boats, trailers, office, hotel, factory and any other business goods including plant and machinery) itemise their replacement cost less a reasonable allowance for age, condition, wear and tear and depreciation. Please note: Items packed by you can only be insured for Restricted Cover only. Please refer to the Customer Goods In Transit and Storage Insurance PDS for a full description of Restricted Cover.

We have assessed the cubic metre value to be the minimum value you should consider for insuring your goods. You should carefully consider whether this amount is sufficient for your needs. If the amount is insufficient, please amend the value and this amount will be used for the calculation of your insured value.

OWNER PACKED ITEMS

All owner packed goods must be individually declared and a valued list of the contents of each carton must be supplied prior to uplift, otherwise the limit of the policy being a maximum amount of \$500 per carton or package for non delivery will apply. Items packed by the owner are insured for Restricted Cover only under this policy; refer to the Customer Goods In Transit and Storage Insurance Product Disclosure Statement for full details.

VALUABLES: Please list and value any antique, curio, piece of jewellery, plate, precious object, work of art, fine art, medal, money, coin, stamp, collection of items, fur, piece of precision equipment or professionally packed carton by the removal company whose value exceeds \$1,000 in the table below. Attach a detailed inventory if you need more space.

Description	Your Value	Description	Your Value
Sub-Total			

Motor Vehicles, Motor Bikes, Caravans, Boats and Trailers

Make/Model	Year	Registration / Serial No.	Insured Market Value
			\$
			\$
			\$

OPTIONAL EXTENSION

Pre-paid Removal Costs/Deposits

DECLARATION – FULL COVER STANDARD EASY VALUATION

The minimum value per cubic metre is:	A	A\$2,200
The surveyed volume of your goods is:	B	M ³
If you require a higher per cubic metre value please contact your KEYS Coordinator and a document with your requested value per cubic metre will be sent to you.		
This would equate to a minimum sum insured of:	A x B =	A\$
Valuables as per Policy Wording worth over A\$1,000:		A\$
Pre-paid Removal Costs/Deposits		A\$
Motor Vehicle		A\$
TOTAL DECLARED VALUE		A\$

Declaration – I declare that the above values are correct to the best of my knowledge and that I have informed KEYS The Moving Solution about anything which could affect the risk. I have received a copy of the FSG, Policy Wording and PDS.

SIGNATURE: DATE: ____/____/____

FINANCIAL SERVICES GUIDE (FSG)

Fimpark Pty Ltd T/A KEYS The Moving Solution can assist you to obtain insurance to protect your goods while they are in transit or storage.

This is because we are an authorised representative of Cowden (VIC) Pty Ltd (AFSL 245658), a licensed insurance broker.

This FSG describes the insurance services that Fimpark Pty Ltd T/A KEYS The Moving Solution can provide to you. It also covers the charges for those services, your rights as a client and how any complaints you may have will be dealt with.

HOW WE CAN HELP WITH YOUR INSURANCE

We hold a Customer Goods in Transit and Storage insurance policy. On your behalf, we can arrange for this policy to cover you. Alternatively, you can obtain insurance from an insurance company of your own choice.

If you ask us to arrange Customer Goods in Transit and Storage insurance, we will give you a Product Disclosure Statement (PDS). This will describe the main features of the policy. You should read the PDS to decide if the policy suits your needs, objectives and financial situation before you decide whether to obtain it because we cannot advise you about your insurance needs.

Cowden (VIC) Pty Ltd is an insurance broker and is licensed to advise on and deal in General Insurance. If you need advice or your insurance needs are different from the cover available in our policy, we can refer you to Cowden (VIC) Pty Ltd on (03) 9686 6500 who will be able to assist you.

HOW WE ARE PAID

For arranging for you to be insured under our policy, we receive the difference between the amount you pay us for your insurance and the cost of the premium we pay for the policy (which is based upon our annual turnover) and the amount we pay for claims under \$2000. The amount you pay us is based on the value of the goods we are removing or storing on your behalf.

Our staff who arrange your insurance are paid a salary. They do not receive a bonus for arranging insurance for you. In addition, Cowden (VIC) Pty Ltd received a commission of 0-20% for arranging our policy. They do not receive any amount when we arrange for the policy to cover you.

COMPLAINTS AND DISPUTES ABOUT OUR SERVICES

We are a member of the Australian Furniture Removers Association (AFRA). AFRA handles all complaints or disputes about our services. Contact the Executive Director at AFRA.

AFRA may be contacted at:
Unit 6/7 Packard Avenue,
BAULKHAM HILLS NSW 2153
Telephone: 1800 671 806

COMPLAINTS AND DISPUTES ABOUT THE INSURANCE POLICY

If you have a concern, complaint or dispute about the policy which involves a claim, contact the Manager at Cowden (VIC) Pty Ltd on (03) 9686 6500. They will try to resolve your problem immediately. If they are unable to do so, you can request that your problem be considered by their internal dispute resolution process.

If you are not happy with their decision, you may take your complaint to the Australian Financial Complaints Authority (AFCA), an external dispute resolution. AFCA can be contacted on 1800 931 678.

PROFESSIONAL INDEMNITY INSURANCE

Fimpark Pty Ltd T/A KEYS The Moving Solution has a professional indemnity insurance policy in place which covers us and our employees for any errors or mistakes relating to our insurance services. Cowden (VIC) Pty Ltd also carries their own professional indemnity insurance policy which covers Cowden (VIC) Pty Ltd for any errors or mistakes relating to the insurance services they provide. This insurance meets the requirements of the Corporations Act and meets claims relating to us, our employees or Cowden's or their employees even after they cease to act for us or Cowden (VIC) Pty Ltd, provided that the insurer is notified immediately as soon as we or Cowden are aware of a claim or potential claim arising.

PRIVACY STATEMENT

We are committed to protecting your privacy. We use the information you provide to advise about and assist with your insurance needs. We provide your information to insurance companies and agents that provide insurance quotes and offer insurance terms to you or the companies that deal with your insurance claim (such as loss assessors and claims administrators). Your information may be given to an overseas insurer (like Lloyd's of London) if we are seeking insurance terms from an overseas insurer, or to reinsurers who are located overseas. We will try to tell you where those companies are located at the time of advising you. We do not trade, rent or sell your information. If you do not provide us with full information, we can't properly advise you, seek insurance terms for you, or assist with claims and you could breach your duty of disclosure. For more information about how to access the personal information we hold about you and how to have the information corrected and how to complain if you think we have breached the privacy laws, ask us for a copy of our Privacy Policy or visit our website; www.cowden.com.au under heading – Resources – sub section Forms.

Cowden (VIC) Pty Ltd holds Australian Financial Services License number 245658 and can be contacted on (03) 9686 6500. This FSG was prepared on 01/10/19. Distribution of this FSG has been authorised by Cowden (VIC) Pty Ltd.

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