

GENERAL INSURANCE CODE OF PRACTICE

In accordance with the authorities delegated to the SURA Group of Companies and their Related Body Corporates where we act on behalf of an insurer, we are bound by the General Insurance Code of Practice. The Code is designed to set minimum standards of practice and service in the insurance industry and requires open, fair and honest dealings with customers.

The Code aims to:

- Promote better, more informed relations between insurers and their customers;
- Improve consumer confidence in the general insurance industry;
- Provide better mechanisms for the resolution of complaints and disputes between insurers and their customers;
- Commit insurers and the professionals they rely upon to higher standards of customer service.

The Code includes standards covering buying insurance, claims handling, responding to catastrophes and disasters and complaints handling procedures.

For more information on the Code please visit www.codeofpractice.com.au

SURA PTY LTD, ABN 36 115 672 350, AGSL 294 313

SURA COMMERCIAL A TRADING NAME OF SURA PTY LTD ABN 36 115 672 350, AFSL 294 313

SURA PROFESSIONAL RISKS PTY LTD ABN 85 168 337 657 A CORPORATE AUTHORISED REPRESENTATIVE OF SURA PTY LTD ABN 36 115 672 350, AFSL 294 313

SURA ACCIDENT & HEALTH PTY LTD ABN 69 160 721 442 A CORPORATE AUTHORISED REPRESENTATIVE OF AUSTAGENCIES PTY LTD ABN 76 006 090 464, AFSL 244 584

SURA HOSPITALITY PTY LTD ABN 61 060 176 543, AFSL 255 319

SURA LABOUR HIRE PTY LTD ABN 67 604 373 088 A CORPORATE AUTHORISED REPRESENTATIVE OF SURA PTY LTD ABN 36 115 672 350, AFSL 294 313

SURA TAXIS A TRADING NAME OF TRINITY PACIFIC UNDERWRITING AGENCIES PTY LTD ABN 42 134 785 649 AFSL 337 064

SURA ENGINEERING PTY LTD ABN 40 147 579 100 A CORPORATE AUTHORISED REPRESENTATIVE OF SURA PTY LTD ABN 36 115 672 350, AFSL 294 313

SURA CONSTRUCTION PTY LTD AS AR OF SURA PTY LTD ABN 35 147 580 756 IS AN AUTHORISED REPRESENTATIVE OF SURA PTY LTD ABN 36 115 672 350 AFSL 294 313

SURA FILM AND ENTERTAINMENT PTY LTD ABN 48 160 769 602 AN AUTHORISED REPRESENTATIVE OF SURA PTY LTD ABN 36 115 672 350, AFSL 294 313

SURA MARINE A TRADING NAME OF SURA PTY LTD ABN 36 115 672 350, AFSL 294 313

SURA PLANT AND EQUIPMENT PTY ABN 85 087 238 837 AN AUTHORISED REPRESENTATIVE OF SURA PTY LTD ABN 36 115 672 350, AFSL 294 313