

## MultiSure Limited – Client Service Standards Statement

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### **Our Commitment**

MultiSure will provide Financial Advice for Insurance Products to our Clients in accordance with the Standards for the Code of Professional Conduct for Financial Advice Services for Ethical Behaviour, Conduct and Client Care. Our Financial Advice provides good outcomes for our Clients.

### **Treat Clients Fairly**

We will listen carefully to you and together we will discover your needs.

### **Act with Integrity**

We will only recommend products or services that meet your needs.

### **Give Advice that is suitable**

We will explain to you why we recommend any product or service before you purchase.

### **Ensure that the Client understands the Financial Advice**

Our communication will be clear and concise, and it will outline our discussions and agreements. We will always provide a disclosure statement about your broker and MultiSure Limited

### **Protect Client Information**

We will protect the information you give us, and only use it for the reasons we collected it.