

General Terms of Business Agreement

Willis New Zealand Limited
Company Number 11584

1 July 2025

1. Scope and Application

- 1.1 This General Terms of Business Agreement (**TOBA**) along with our Financial Advice Disclosure (**FAD**) where applicable, available at <https://www.wtwco.com/-/media/wtw/notices/fad.pdf> (together, the **Agreement**) describe our professional relationship and the services we will provide to you (except for services, if any, which we are providing under the terms of a separate written agreement between you and us).
- 1.2 In this Agreement **WTW**, **we**, **us** and **our** means Willis New Zealand Limited. Insurance includes reinsurance and insurers includes reinsurers. **Client**, **you** and **your**, means the client to which WTW provides the services under this Agreement.
- 1.3 You should read this Agreement carefully as it sets out the terms and basis upon which WTW provides its services to you as well as containing important regulatory and statutory information.
- 1.4 You will be taken to have accepted this Agreement if you continue to instruct us, including if you direct us to seek a quotation, bind coverage and/or make a claim or payment related to your insurance. Therefore, you should contact WTW if there is anything in this Agreement which you do not understand or with which you disagree.
- 1.5 WTW particularly draws your attention to the following sections of this Agreement:
 - Your Responsibilities
 - Our Remuneration
 - Client Money Disclosures
 - Conflicts of Interest
 - Complaints.
- 1.6 This Agreement takes effect from the date on which it is issued by us and supersedes any terms of business agreement that may have been previously sent to you by us.
- 1.7 You should contact us if there is anything in this Agreement which you do not understand or with which you disagree.

2. Introduction and Status Disclosure

- 2.1 Willis New Zealand Limited is a general insurance intermediary and Licensed Financial Advice Provider under the Financial Markets Conduct Act 2013. We are regulated by the Financial Markets Authority (FMA) under Financial Services Provider Number FSP37782.
- 2.2 Willis New Zealand Limited's ultimate holding company is Willis Towers Watson PLC, a company incorporated in the Republic of Ireland and listed on NASDAQ. Willis New Zealand Limited and each of its Related Companies are referred to as a **WTW Company** and collectively as **WTW Companies**. For the purposes of this Agreement, **Related Companies** has the same meaning as in the Companies Act 1993.
- 2.3 We are a leading insurance intermediary and risk management consultancy firm and offer transactional and/or advisory services for your insurance requirements over a wide range of general insurance products. WTW does not offer advice in relation to tax, accounting, regulatory or legal matters (including sanctions) and you should take separate advice as you consider necessary regarding such matters. We are committed to acting in your best interests at all times in providing services to you.

- 2.4 As an insurance intermediary, we normally act for you, and we may recommend and arrange insurance with one or more insurers selected from a limited range or a pre-determined panel of insurers, according to the nature of the product required. However, we sometimes act as an agent of insurers in relation to the coverage proposed, or insurers may have outsourced to us certain work related to the administration of your insurance contract. We will disclose to you where we act as agent of insurers or provide services to insurers when providing you with information on the coverage proposed.
- 2.5 Generally, we act as agent of insurers when insurers have granted us a binding authority or managing general agency, which enables us to accept business on their behalf and immediately provide coverage for a risk. Further, we may arrange lineslips, which enable an insurer to bind business for itself and other insurers and we may manage these lineslips for such insurers. We may place your insurance business under a binding authority, managing general agency, lineslip or similar facility (**Facility**) where we reasonably consider these match your insurance requirements/ instructions. We shall inform you whenever we bind your insurance risk under a Facility.

3. Core Services Provided

Negotiation and Placing

- 3.1 WTW may discuss your insurance requirements with you or your representatives, including the scope and limits of cover to enable you to decide whether to accept the insurance cover arranged by WTW.
- 3.2 Upon receipt of your instructions, WTW will use reasonable endeavours to implement your insurance programme, subject to available insurers and their willingness to provide the requested cover, before the intended date of inception, renewal or extension of cover (whichever is appropriate). In the course of doing so, WTW may make use of electronic placement systems and may agree to associated standard terms on your behalf. WTW will forward to you any insurance contract documents and any amendments or endorsements to your insurance contract (if applicable) as soon as reasonably practicable.
- 3.3 You are responsible for reviewing information provided about the insurance cover. If it does not accord with your instructions or if you have any questions about the coverage, limits or other terms and conditions, you should advise WTW immediately.

Insurers

- 3.4 WTW assesses the financial soundness of the proposed insurers we recommend for your requirements using public information, including that produced by recognised rating agencies. WTW does not, however, conduct such financial soundness assessments in relation to placements recommended by third party brokers.
- 3.5 WTW will not in any circumstances act as an insurer nor does WTW guarantee or otherwise warrant the solvency of any insurer. As a consequence, decisions regarding the suitability of any insurer rest with you. You should raise any concerns regarding insurers with WTW so that they can be discussed.
- 3.6 If requested, we will make available to you factual analysis prepared by the WTW Market Security Department in respect of insurers proposed to be used for your requirements, if any. Further, we can consider market security enquiries on an ad hoc basis which may be subject to the agreement of additional remuneration.

Use of Third-Party Brokers

- 3.7 WTW is dedicated to the servicing of multinational clients and manages the WTW Network worldwide. The WTW Network includes correspondent partners who are independent third-party brokers with whom

WTW maintains a formal contractual relationship for the purpose of servicing clients with operations in countries where WTW does not have an owned office.

- 3.8 There remain risks associated with the use of local correspondents for the provision of services, including the risk of an information security incident. To the extent permitted by law, your instruction to WTW to proceed with the appointment of any correspondent partner in relation to your account will be taken by WTW as your confirmation of acceptance and assumption of those risks.

Claims

- 3.9 For all claims arising under contracts of insurance arranged by us or managed by us with our agreement, WTW will provide you with claims services for up to 20 hours in the yearly aggregate (**Standard Claims Allocation**). To the extent that any claim(s) require support in excess of the Standard Claims Allocation and subject to agreement in writing in advance, WTW reserves the right to seek additional reasonable remuneration for claims services at an hourly rate. Unless otherwise agreed in writing, all outstanding claims will be passed on to you for future handling from the date of termination of our appointment.
- 3.10 Where WTW collects claims payments, these will be remitted to you as soon as possible. We will not, however, remit claims monies to you before we have received them from insurers. We advise that we may be granted authority by insurers, for example under a binding authority, managing general agency or a lineslip agreement, to settle claims on your insurance. We settle such claims made within the terms and conditions of the authority granted and your insurance contract. It is our policy to refer claims to insurers for settlement decision where we are not able to settle the claim on a 100% basis. Further, if there is a conflict of interest we shall manage it in accordance with our conflicts policy – see Conflicts of Interest below.

4. WTW Remuneration

- 4.1 Our remuneration for the services we provide you will be one or more of:
- (a) brokerage, which is a percentage of the insurance premium amount that WTW receives;
 - (b) a fee as agreed with you;
 - (c) a policy administration fee; and/or
 - (d) Market Derived Income as more fully explained in Addendum 1 of this Agreement.
- 4.2 Brokerage and fees are ordinarily earned for the period of the insurance contract at inception and, unless otherwise agreed with you, WTW will retain all fees and brokerage in respect of the full period of the insurance contracts placed by WTW, including in circumstances where your insurance contract has been terminated and your insurers have returned prorated net premium. Consistent with long-established market practice, we will deduct our brokerage and other commissions from the premium once received.
- 4.3 The brokerage we receive from the services we provide to you will fall within the following ranges for the following types of insurance policies:

Property and Liability	0 – 25%
Earthquake	0 – 10%
Motor Vehicle	0 – 20%

Marine & Engineering	0 – 25%
Accident & Health	0 – 37%
Group Life	0 – 35%

- 4.4 WTW will disclose the form of compensation it will earn before insurance is purchased. It may, at times, be appropriate (and for your benefit) for WTW to use other parties such as wholesale brokers, excess and surplus lines brokers, underwriting managers, managing general agents or reinsurance intermediaries. These parties may also earn and retain commissions for their role in providing products and services for you. If any such parties are other WTW Companies, we will disclose the form of compensation they will earn before insurance is purchased.
- 4.5 You may also choose to use a premium finance company or other service provider in connection with the insurance we place for you or the services we provide. If WTW receives any remuneration from any such service provider by reason of your use of their service, WTW will disclose to you the amount of that remuneration.
- 4.6 In the ordinary course of business we may also receive interest on client and insurer monies from the date we receive the funds until we settle to those due to receive them. We confirm that we shall retain that interest rather than pay it to you or the insurer (as the case may be).
- 4.7 We reserve the right to seek reimbursement for additional expenses, reasonably incurred with your prior consent (where practicable) in providing the services.

5. Market-Derived Income

- 5.1 WTW and other WTW Companies, have contracts with various insurers under which we provide certain services, such as those under binding authorities, managing general agency and line-slip arrangements (for example, providing statements of the business accepted and the issuance of certificates of insurance cover).
- 5.2 WTW may also at times place reinsurance on behalf of insurer clients and in such instance, WTW shall receive remuneration in the ordinary course of placing and servicing such reinsurance.
- 5.3 We may also enter into service agreements with certain insurers in order to assist the development of insurance products for our clients.
- 5.4 WTW may accept certain forms of contingent or supplemental compensation in locations where such acceptance is legally permissible and meets standards and controls to address conflicts of interest.
- 5.5 Under these arrangements we may be paid by the insurers for the services we provide to them in addition to any fees or commissions we may receive from you for placing your insurance cover. These arrangements are detailed further in Addendum 1 of this Agreement.

6. Electronic Communications

- 6.1 We may communicate with each other and with others in relation to the services by email and otherwise through the internet, recognising the inherent risks of doing so, including the risk of interception or corruption of, or unauthorised access to, such communications, the risks of viruses and the fact that

such communications are not always delivered promptly or at all. Each party will be responsible for virus checking all electronic communications sent from their own devices, and for checking that messages received are complete.

7. Limit of Liability

- 7.1 To the extent permitted by law, the aggregate liability of WTW Companies and their respective directors, officers, employees, agents and contractors (**Related Persons**) for all loss whether arising from breach of contract, tort (including negligence), breach of statutory duty or other claim arising out of or in connection with this Agreement or the services provided under this Agreement shall be limited as follows:
- (a) in respect of personal injury or death caused by WTW Companies and/or their Related Persons' negligence, no limit shall apply;
 - (b) in respect of any fraudulent acts (including theft or conversion) or wilful misconduct or wilful default by WTW Companies and/or their Related Persons, no limit shall apply; and
 - (c) in respect of other claims, the total aggregate liability of WTW Companies and their Related Persons shall be limited to the greater of the sum of US \$2 million or five (5) times the remuneration received pursuant to this Agreement in the year of the event.
- 7.2 Subject to clauses 7.1(a) and 7.1(b) above, in respect of the following losses: loss of revenue; loss of opportunity; loss of reputation; loss of profits; loss of anticipated savings; increased costs of doing business; or any other indirect or consequential loss (together, **Consequential Loss**), WTW will have no liability in any circumstances to the extent permitted by law.
- 7.3 The liability of WTW Companies and/or their Related Persons for loss or damage sustained by you will be reduced proportionately to the extent that such loss or damage was caused by your failure to comply with your obligations and responsibilities under this Agreement or to the extent that your negligence contributed to such loss or damage whether arising from breach of contract, tort (including negligence), breach of statutory duty or other claim arising out of or in connection with this Agreement.

8. Your Responsibilities

Disclosure of Information and Providing your Instructions

- 8.1 In order to enable WTW to assist you in meeting your insurance needs, you must provide complete and accurate information and instructions, including completing and providing any proposal form to WTW in a timely manner. WTW will rely on the information and instructions provided by you.
- 8.2 For certain classes of insurance, you may be required to complete a proposal form or similar document. We will provide guidance, but we are not able to complete the document for you.
- 8.3 Our objective is to obtain the best product we can identify in order to meet your insurance needs. In order to make our business relationship work, you must provide complete and correct information, facts and instructions (**Material Facts**) in a timely manner, so that we can assist you fully. Please bear in mind that insurers are not always obliged to make enquiries of you. Indeed, you are often under a duty to make full disclosure of all Material Facts, including all information which is material to the coverage requirements or which might influence insurers in deciding to accept your business and on what terms. This duty applies up until the insurer agrees to insure you, during the policy period and equally at renewal or when extending or varying a contract of insurance.

- 8.4 Failure to make full disclosure of Material Facts (whether intentional or not) or a misstatement may allow insurers to avoid liability for a particular claim or to void the contract. Where applicable, this duty of disclosure applies equally at renewal of the contracts and on taking out new insurance contracts. We will not be responsible for any consequences which may arise from any delayed, incorrect or incomplete information, or any misrepresentation made by you (or your employees or their dependants).
- 8.5 If you have any doubts about your obligations to disclose Material Facts, you should discuss this with your insurance broker or professional advisor.

Change in Circumstances

- 8.6 You must advise WTW as soon as reasonably practicable of any changes in your circumstances that may affect the services to be provided by WTW or the cover provided under your insurance contract(s).

Your Insurance Contract

- 8.7 Although WTW will check the insurance contract documents WTW sends to you, you are responsible for reviewing your insurance contract to ensure that it accurately reflects the cover, conditions, limits and other terms that you require. Particular attention should be paid to any insurance contract conditions, warranties and the claims notification provisions, as failure to comply may invalidate your coverage. If there are any discrepancies you should inform WTW immediately.

Reporting Of Claims

- 8.8 You must carefully consider any claims reporting instructions provided by WTW and the insurance contract claims notification provisions. Failure to report a claim in a proper and timely manner may jeopardise coverage of the claim. In addition, you should retain copies of all insurance contracts and coverage documents as well as claims reporting instructions, as you may need to report claims after the termination of an insurance contract, perhaps long after its expiry date.
- 8.9 It is generally the case that claims may become unenforceable by way of legal proceedings (or in some jurisdictions, completely extinguished) if they are not pursued by legal proceedings commenced within the relevant limitation period applying to your claim in the jurisdiction in question. WTW is not a law firm, and does not advise on or monitor limitation periods applicable to you. WTW will not commence legal proceedings or enter into standstill/tolling agreements in order to suspend the application of relevant limitation periods on your behalf. WTW recommends that you take legal advice on these issues and it remains your responsibility to monitor the position on limitation periods applying to your claims and to commence legal proceedings in relation to your claims where this is necessary.

Provision of Information

- 8.10 Unless otherwise agreed, WTW provides its services exclusively to you and the terms of this Agreement are not enforceable by any third party except by WTW Companies. WTW expressly disclaims liability to any third party. You agree not to permit access to any third party to WTW's services, reports, advice or information without our written consent.

Payment of Premium

- 8.11 You must pay all premium amounts and other charges in cleared funds as detailed on our tax invoice (or other payment documentation) (the **Payment Date**). Failure to meet the Payment Date may lead to insurers cancelling your insurance contract, particularly where payment is a condition or warranty of an insurance contract. WTW is under no obligation to pay premium to insurers on your behalf until such time as WTW is in receipt of cleared funds. We will not pay claims or other monies due to you before they have been received from insurers (or other relevant third parties).

9. Client Money Disclosures

- 9.1 In the event that we make any payment on your behalf or make any payment to you prior to our being in receipt of relevant funds from either yourself, insurers or other third parties, we shall be entitled, without prejudice to any other remedy available, to recover that amount by way of deducting that sum from any amount due to you, whether on the insurance upon which we have made payment to you or on your behalf, or on any other insurance we handle for you.
- 9.2 We will treat any balances held by us for you in accordance with our legal obligations. This means that client money will be held separately from our own money. Please note that your money may be transferred to another person or party in another jurisdiction (such as another insurance intermediary or another WTW Company) where such transfer is required in order to carry out services for you.
- 9.3 WTW may set-off or deduct, from any moneys payable by WTW to you, any amounts which are payable by you to WTW.

10. Confidentiality and Privacy

Confidentiality

- 10.1 We will at all times treat all Confidential Information we hold about you as private and confidential and protect it in the same way we would protect our own Confidential Information. We will not disclose any Confidential Information we hold about you to others without your prior consent except:
- (a) to the extent we are required to do so by law or a regulator;
 - (b) to insurers, surveyors, loss adjusters, IT service providers, administrative support service providers, and other like persons to the extent necessary to provide our services to you in a timely manner;
 - (c) to loss assessors, lawyers, and other like persons to the extent necessary to enable such third parties to provide information or services you have requested;
 - (d) to premium finance companies to the extent necessary to enable them to provide you with greater choice in making premium payments; and
 - (e) to other WTW Companies to the extent necessary to facilitate the effective management, administration, or operation of those businesses,

where **Confidential Information** means any information disclosed to us which:

- (f) either derives economic value, actual or potential, from not being generally known or has a character such that you and/or any third party from whom you have received the Confidential Information has a legitimate interest in maintaining its secrecy;
- (g) relates to the your business (and/or to those of your suppliers and clients, and/or any third party from whom you have received the Confidential Information) and includes, but is not limited to: equipment; software; designs; technology; technical documentation; product or service specifications; marketing or business plans and strategy; pricing information; financial information; information relating to existing, previous, and potential suppliers, customers, and contracts; inventions; trade secrets; trademarks; intellectual property; applications; methodologies; insurance practices, plans, and strategies, and other know-how which is identified as confidential at the time of disclosure or that a reasonable person would consider, from the nature of the information and circumstances of disclosure, as confidential to you; and

- (h) includes the existence and terms of this Agreement,

but Confidential Information does not include information which:

- (i) is publicly available at the time of its disclosure under this Agreement;
- (j) becomes publicly available (other than as a result of disclosure by us contrary to the terms of this Agreement);
- (k) was lawfully in our possession free of any restriction as to its use or disclosure prior to it being disclosed under this Agreement; or
- (l) is or has been developed independently by us and without use of the Confidential Information disclosed under this Agreement.

Use of Client Information

10.2 Notwithstanding clause 10.1, you agree that we may:

- (a) use any information you provide to create anonymised industry or sector-wide statistics which may be shared with third parties, on the condition that unless we have obtained your consent, information specific to you will not be revealed other than on an anonymised basis and as part of an industry or sector-wide comparison;
- (b) share information concerning your insurance arrangement with insurers where this is necessary to enable insurers to decide whether to participate in any arrangement made by WTW whereby participating insurers agree to automatically insure (wholly or partly) a portfolio of risks without making underwriting decisions on a case by case basis for individual risks within such portfolio under a Facility. Remuneration WTW receives for administering such arrangement is described in Addendum 1 of this Agreement;
- (c) collect and use your risk, loss, reserve and claims data in the creation, marketing and commercial exploitation of loss databases, analytical or statistical reports, models and tools, (re)insurance and capital markets products, (any of which may or may not be used in the Services provided to you or in services provided to third parties); and
- (d) use any information you provide, without further notice to you, for the purpose of:
 - (i) prospecting facultative reinsurance business from prospective insurer clients;
 - (ii) placing facultative reinsurance on behalf of our insurer clients; or
 - (iii) marketing facultative reinsurance with prospective reinsurers on behalf of our insurer clients.

10.3 Because WTW provides these services on behalf of our insurer clients, we will receive remuneration from our insurer clients in the ordinary course of placing and servicing such reinsurance.

Privacy

10.4 If you provide us with any information which constitutes 'personal information' under the Privacy Act 2020 (the **Privacy Act**), we will treat such information at all times in accordance with the Privacy Act, and you agree that we may handle such information in accordance with our Privacy Policy, which is available online at <https://www.wtwco.com/en-AU/Notices/privacy-policy-australasia>, or upon request.

10.5 You agree that you will not provide any information which constitutes 'personal information' under the Privacy Act unless you have ensured that you have obtained all necessary consents and provided any required notices, or that you are otherwise permitted to provide such information under the Privacy Act,

so that such information you provide to us can be lawfully used or disclosed in the manner and for the purposes anticipated by this Agreement. You will also ensure that any such information you do provide to us is relevant for such purposes, and is reliable for its intended use, accurate, complete and current.

11. Intellectual Property and use of WTW Work Product

- 11.1 **Work Product** means any written communication or documentation produced by WTW in the course of providing services to you.
- 11.2 The ownership of the intellectual property in the Work Product of the Client or WTW (where created before the date of this Agreement) is unchanged by this Agreement or the provision of WTW's services.
- 11.3 WTW will retain the intellectual property rights in the Work Product, and the skills, know-how and methodologies used or acquired by us during the course of providing any of the services.
- 11.4 You will have the right to use, reproduce and adapt the copies of the Work Product for internal purposes within your organisation. Working papers produced by WTW belong to WTW and we have no obligation to provide these to you. You acknowledge that WTW may destroy working papers, reports and other records relating to the services in line with its record retention procedures.
- 11.6 The services, including the Work Product, are provided solely for the intended purpose, and may not be referenced or distributed to any other party without our prior written consent.
- 11.7 You will not refer to WTW or include any of the Work Product in any shareholder communication or in any offering materials (or fairness opinion provided by your professional advisers) prepared in connection with the public offering or private placement of any security, unless otherwise agreed in writing.

12. Ethical Business Practice

- 12.1 We do not tolerate unethical behaviour either in our own activities or in those with whom we seek to do business. We will comply with all applicable laws, rules, regulations and accounting standards.
- 12.2 WTW reserves the right to terminate this Agreement immediately in the event that the Client is in breach of or in WTW's reasonable opinion risks putting WTW in breach of applicable law or regulation including sanctions or money laundering regulations.

Sanctions

- 12.3 The sanctions profile of different business(es) may differ on the basis of a number of complex factors, which may include, ownership, structure, control, location and the nationality of employees. We are unable in any circumstances to give advice on the applicability of sanctions regimes either to you or to insurers nor can we guarantee or otherwise warrant the position of any insurer under existing or future sanctions regimes. As a consequence, you are reminded that applicable sanctions remain a matter for you and you should take such legal advice as you deem appropriate in this regard. You should inform us of any insurance requirements you have which touch upon or are linked to sanctioned territories.
- 12.4 We will comply with all applicable sanctions regimes and legislation (whether currently existing or implemented in the future) and you are advised that where obliged by applicable sanctions legislation we may have to take certain actions which include but may not be limited to the freezing of funds held on behalf of parties and individuals caught under applicable sanctions. We cannot be held responsible for the actions of third parties (including but not limited to banks and exchange institutions) who may have their own sanctions policy restrictions and constraints.

- 12.5 The applicability of export control legislation to certain transactions may differ on the basis of a number of complex factors and our obligations may be different from yours depending on the nature of the insurance, structure of the product and place of incorporation of the insured or geographical cover provided. The nature of risks insured may also have a bearing on our position and the position of other parties within the market. We cannot provide you with legal advice however we advise that where we are required to make licence applications or notifications or undertake any other activity as a matter of law, WTW will comply with applicable law.

Conflicts of Interest

- 12.6 Circumstances may arise where we may find we have a conflict of interest or otherwise have a material interest in or related to a matter in respect of which we are acting. For example, we may be asked to act on behalf of an insurer in the appointment of a loss adjuster, or we may find that the interests of two of the clients for whom we act conflict.
- 12.7 We have conflict management procedures and we seek to avoid conflicts of interest but, where a conflict is unavoidable, we will explain the position fully and manage the situation in such a way as to avoid prejudice to any party.
- 12.8 The insurance market is complex and there could be other relationships not described here which might create conflicts of interest. Whatever the circumstances, we will act in your best interests and, if a conflict arises for which there is no practicable solution, we will withdraw unless you wish us to continue to act for you and provide us with your written consent to that effect.

Anti-money Laundering

- 12.9 To comply with applicable anti-money laundering requirements there are times when we may ask clients to confirm (or reconfirm) their identity. We may need to do this at the time you become a client or have been one for some time or for example, when checking details on proposal forms and transferring claims payments. This information may be shared with other WTW Companies and, where we deem necessary, with regulatory or law enforcement bodies. Please note that we are prohibited from disclosing to you any report we may make based on knowledge or suspicion of money laundering, including the fact that such a report has been made.
- 12.10 We have systems that protect our clients and ourselves against fraud and other crime and we may utilise the services of third parties in order to identify and verify clients. Client information can be used to prevent crime and trace those responsible. We may check your details against financial crime databanks. If false or inaccurate information is provided, we may be obliged to pass such details to relevant regulatory agencies that may use this information.

Complaints

- 12.11 Should you have any cause for complaint about our services please raise the matter in the first instance with your broker or a member of your service team. Complaints can be raised in the manner that best suits you, for example: in writing (email or letter), over the phone, or during a face-to-face meeting. Alternatively, you may contact our Compliance Officer at:

compliancequeries.au@wtwco.com

Freephone (0508) 945 547

or by post at PO Box 369, Auckland 1140.

- 12.12 In most instances your Broker or their Manager will discuss your concerns with you, and seek to resolve your complaint to your satisfaction.
- 12.13 If the matter is unable to be resolved within two (2) working days from when you first raise it with us, or if you are unhappy with the actions we have taken and feel that the matter remains unresolved, the matter will be referred to our Compliance Team and treated as a formal complaint. In some instances, your Broker and/or their Manager may feel it is in your best interests to notify the matter as a formal complaint immediately.

Formal Complaints

- 12.14 Formal complaints are managed by our Compliance Team, who will commence an investigation to fully understand the circumstances surrounding the matter. We will acknowledge receipt of your complaint within five (5) working days from when it was lodged, and provide you with information on our Internal Complaints Process, and how your complaint will be reviewed.
- 12.15 During our investigation we may contact you to discuss your complaint and understand how you would like the matter to be resolved. We will make all reasonable efforts to fully investigate the circumstances and information relating to your complaint in a fair, transparent and timely manner.
- 12.16 We will provide you with a written decision, remedies and/or resolution as soon as we are able to. We will do this within twenty (20) working days from the date we acknowledge your formal complaint, unless we agree a different timeframe due to extenuating circumstances.
- 12.17 All formal complaints are recorded on our internal Complaints Register.

If you are unhappy with the outcome

- 12.18 If you feel we have not resolved your complaint to your satisfaction, or you are unhappy with our written decision, you may be able to refer the matter to Financial Services Complaints Limited (**FSCL**) – A Financial Ombudsman Service. FSCL is an independent dispute resolution scheme, providing free and accessible dispute resolution services to consumers where they have been unable to resolve the matter with their financial advice provider. For details of the service FSCL provide, please visit their website: [Financial Services Complaints Limited \(FSCL\)](https://www.fscs.org.nz/).

FSCL's contact details are below:

Financial Services Complaints Limited
PO Box 5967
Wellington, 6140
complaints@fscs.org.nz
0800 347 257 / 04 472 3725

- 12.19 You must contact FSCL within three (3) months of receiving our complaint decision for them to be able to investigate the matter.

13. Fire & Emergency Levy

- 13.1 You acknowledge and agree that WTW does not provide tax or legal advice in relation to your liabilities or potential liabilities under the Fire and Emergency New Zealand Act 2017.
- 13.2 You acknowledge and agree that any contract of fire insurance placed by WTW on your behalf may be audited by Fire and Emergency New Zealand (FENZ) and FENZ may make a determination which requires you to pay additional levies accordingly.

- 13.3 You accept full responsibility for Valuation Declarations provided in preference to a Valuation Certificate prepared in accordance with the Fire and Emergency New Zealand Act and you release WTW from any liability it may have in relation to any additional levies payable and indemnify WTW for any statutory claim FENZ may have against WTW arising from the contract of fire insurance placed on your instructions.

14. General Terms

Termination

- 14.1 Our services may be terminated either by us or you upon the giving of thirty (30) days' notice in writing to the other or as otherwise agreed. In the event our services are terminated by you, we will be entitled to receive any and all fees or brokerage payable (whether or not the same have been received by us) in relation to insurance contracts placed by us.

Force Majeure

- 14.2 Neither of us will be in breach of this Agreement or be liable to the other for loss arising out of a failure to perform or a delay in performance caused by acts of God, governmental acts, delays in obtaining work permits or visas, fires, explosion, earthquake, flood or other natural disaster, epidemic or pandemic, accident, civil commotion, industrial dispute or other occurrence outside the reasonable control of the affected party (a **Force Majeure Event**). If one of us suffers a Force Majeure Event (the affected party), they must promptly notify the other party.
- 14.3 The affected party must implement reasonable work around plans, computer system disaster recovery, alternative sources or other commercially reasonable means to facilitate performance of its obligations under this Agreement during a Force Majeure Event.
- 14.4 A reasonable extension of time will be provided to the affected party for performance of its obligations under this Agreement. If the period of delay or non-performance during a Force Majeure Event continues for sixty (60) days, either of us may terminate this Agreement by giving thirty (30) days' written notice to the other.

Dispute Resolution

- 14.5 The parties must attempt in good faith to resolve any dispute arising out of or relating to this Agreement (**Dispute**) promptly by negotiation between executives who have authority to settle the Dispute. If these executives are unable to resolve the Dispute within thirty (30) days, the dispute must be referred to non-binding mediation in accordance with this clause 14.
- 14.6 Any dispute arising out of or relating to this Agreement may be referred to mediation, a non-binding dispute resolution process in which an independent mediator facilitates negotiation between the parties. Mediation may be initiated by either party writing to the other party and identifying the dispute which is being suggested for mediation. The other party will either agree to proceed with mediation or agree to attend a preliminary meeting with the mediator to discuss whether mediation would be helpful in the circumstances. The parties will agree on a suitable person to act as mediator or will ask the Arbitrators' and Mediators' Institute of New Zealand Inc. to appoint a mediator. The mediation will be in accordance with the Mediation Protocol of the Arbitrators' and Mediators' Institute of New Zealand Inc.
- 14.7 The mediation shall be terminated by:
- (a) the signing of a settlement agreement by the parties; or
 - (b) notice to the parties by the mediator, after consultation with the parties, to the effect that further efforts at mediation are no longer justified; or

- (c) notice by one or more of the parties to the mediator to the effect that further efforts at mediation are no longer justified; or
- (d) the expiry of sixty (60) working days from the mediator's appointment, unless the parties expressly consent to an extension of this period.

14.8 If no mediation is agreed to or if the mediation should be terminated as provided in 14.7(ii), 14.7 (iii) or 14.7(iv), any dispute or difference arising out of or in connection with this Agreement including any question regarding its existence, validity or termination, may be referred to and finally resolved by commencing court proceedings.

14.7 All negotiations between us conducted pursuant to the dispute resolution process described herein (and any of the submissions in contemplation hereof) will be kept confidential and will be treated by you and us and our respective representatives without prejudice as compromise and settlement negotiations for purposes of the applicable court rules of evidence.

14.8 The parties must comply with this dispute resolution process in relation to any Dispute prior to commencing any court proceedings. Nothing in this clause shall prevent either party from seeking urgent interlocutory relief.

Amendments Without Requiring Your Agreement

14.9 We reserve the right to amend this document without your agreement where it is permitted by law, by sending you either a notice of amendment in writing if it is reasonably practicable to do so or a revised Terms of Business Agreement. You have the right to terminate the Agreement in accordance with clause 14.1 if you do not agree with the amendment.

Entire Agreement

14.10 This Agreement and any amendment constitutes the entire terms on which we will provide general insurance business with you and no alternative will have effect unless issued or agreed by us in writing.

14.11 If any part of this Agreement is or becomes invalid, unlawful or unenforceable, it will be read down or interpreted and enforced to the extent permissible or if this is not possible, it will be severed and the remainder of the Agreement will remain unaffected.

Assignment

14.12 Neither party may assign or delegate any of its rights or obligations to any third party without the prior written consent of the other party. Notwithstanding the foregoing, either party may assign or delegate any of its rights and obligations to a Related Company.

Governing Law

14.13 This Agreement, which sets out the terms of our relationship with you, will be governed by and construed in accordance with New Zealand law and any dispute arising under it shall be subject to the exclusive jurisdiction of the New Zealand courts.

Addendum 1 – Market Derived Income

As noted in the Agreement, in the course of its broking activities, WTW and other WTW Companies may receive revenue from insurers which is in addition to any fees or commissions WTW may receive from placing your insurance cover. This revenue is known as Market-Derived Income (**MDI**). Arrangements with insurers which generate MDI to WTW cover a range of services provided by WTW to insurers such as those under binding authorities, managing general agency and lineslips. They also include service agreements with certain insurers in order to assist the development of insurance products for the benefit of our clients, and other forms of contingent or supplemental compensation. We may also provide reinsurance broking services for insurers. We may also enter into service agreements with certain insurers in order to assist the development of insurance products for our clients.

All MDI is subject to independent review within WTW to ensure it meets standards and controls to address conflicts of interest. Primary forms of MDI include:

Aerospace Analytical and Data Services

The Aerospace Division within WTW has developed certain aggregated and anonymised analytical and data services relating to selected lines of aerospace business which are provided to participating insurers with whom WTW has service agreements. The services aim to enhance participating insurers' understanding of the type and nature of the risks written on the selected aerospace lines of business, thereby allowing insurers to better understand the needs of their aerospace clients.

Participating insurers will pay WTW a fee for providing the aggregated and anonymised analytical and data services. This fee will be equal to or less than 5% of the net premium cost (calculated as gross premium charged less gross commission earned) for placements made on the agreed lines of business. If you require further information about the fee paid by insurers for this arrangement, you should speak to your insurance broker or professional advisor.

Brokerage on Fee Business

In some territories outside of North America, WTW obtains brokerage on business where our client pays us a fee. Our intention is to seek remuneration for work that WTW carries out for all parties in the insurance transaction but for which WTW is not otherwise sufficiently compensated. Some examples of this are the vastly increased cost of regulation, distribution and infrastructure costs. This brokerage that WTW receives is a set percentage and is not contingent on achieving any level of growth, retention or profit on the business concerned. You can choose to exclude your placements from being included in this form of insurer agreements.

Contingent Compensation

WTW may accept certain forms of contingent compensation in locations where they are legally permissible and meet standards and controls to address conflicts of interest. Because insurers account for contingent payments when developing general pricing, the price our clients pay for their policies is not affected whether WTW accepts contingent payments or not. If a WTW client prefers that we not accept contingent compensation related to their account, we will request that the client's insurer(s) exclude that client's business from their contingent payment calculations.

Facility Administration Charges and Profit Commissions

WTW operates a number of Facilities under which we undertake a number of tasks. Some of those tasks are purely for the benefit of our clients (including groups of clients in similar businesses and situations with similar risks and needs) others are services that an insurer would be expected to perform and others relate to provision

of information and non-specific analytics to support the insurers' underwriting and/or management of the business.

WTW's remuneration may reflect this multi-beneficiary approach with what is known as a facility administration charge that covers the cost of these activities. A facility administration charge is additional to the fee or brokerage that WTW receives for placement and other services to clients. We will disclose any such charges to you.

In a very limited number of cases a portion of our remuneration may be driven by the underwriting profitability of the facility. There is a potential for us to earn such profit commissions, but, because this business is grouped together, it is not possible to determine the extent to which the profitability of a book is affected by any single client.

FINMAR, MarineMar and TerrorMar (Mar Arrangements)

Business lines within WTW which operate Mar Arrangements have separate teams that provide a wide range of services direct to certain insurers that place business for the Mar Arrangement relevant to that business line. A separate fee is paid by insurers, depending on the scale of services provided to the insurer. Insurers have agreed that they will bear this fee as part of their operating costs and not to increase premiums directly payable by WTW's clients.

Panels

WTW develops panels of insurers in certain market segments. Participating insurers are reviewed on a variety of factors. Commission rates on panel placements may be higher than rates paid on business placed outside of the panel process. WTW discloses its commission rates to clients on quotes obtained through the panel process prior to binding the coverage. In some instances, insurers pay an administration fee to participate in the panel process. Your WTW broker will provide you with additional information on WTW panels upon request.

Subscription Market Brokerage

WTW adds Subscription Market Brokerage in some of its core specialty businesses that place business into the subscription markets, predominantly in London.

The principles underlying this Subscription Market Brokerage program include the following:

- WTW is required to handle increased infrastructure costs such as those arising from presentations to and negotiations with multiple entities in the subscription market;
- WTW performs additional administrative, regulatory, accounting and support functions in order to complete subscription market placements. These functions benefit our clients and insurers; and
- Working groups of insurers in the subscription market recognise these additional costs and agree that a negotiated percentage of the premium to account for these costs is appropriate and helps assure competitive access to that market.

WTW believes that the best way to defray the cost of these functions is through this brokerage. We will disclose the receipt of Subscription Market Brokerage to you.

Work Transfer Services (Third Party Administration Services)

In certain circumstances, WTW will have entered into agreements to undertake work on behalf of insurers for which WTW will receive remuneration from the insurer. The work undertaken by WTW under these agreements is usually performed by the insurer, however transferring these activities to WTW leads to administrative efficiencies for the insurer. WTW will advise you should WTW receive this type of remuneration in the course of servicing your business.

Contact Willis, a WTW business

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About WTW

At WTW (NASDAQ: WTW), we provide data-driven, insight-led solutions in the areas of people, risk and capital. Leveraging the global view and local expertise of our colleagues serving 140 countries and markets, we help you sharpen your strategy, enhance organisational resilience, motivate your workforce and maximise performance. Working shoulder to shoulder with you, we uncover opportunities for sustainable success – and provide perspective that moves you.

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