



Statutory Review

Policy Wording

Issued by Agile Underwriting Services Pty Ltd
ABN 48 607 908 243 — AFSL 483374

Pol V1.2021



FinancialLines

Powered by  **AGILE.**


Coverholder at 

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PART A

PRODUCT DISCLOSURE STATEMENT

This document is a Personal Disclosure Statement and is also the Agile Underwriting Services Pty Ltd (Agile) Policy Wording.

This document contains important information required under the *Corporations Act 2001 (Cth)* and has been prepared to assist you in understanding your policy and making an informed choice about your insurance requirements. It is up to you to choose the cover you need.

It is important that you carefully read and understand this document before making a decision. Other documents may form part of Agile's Policy Wording and PDS and if they do, Agile will tell you in the relevant document. Please keep this document and any other documents that Agile tell you form part of your policy and keep in a safe place in case you need to refer to them in the future.

This Policy is a legal contract between the Insured and the Insurer. The Insured has paid, or agreed to pay, the Insurer the required Premium and the Insurer will provide indemnity as specified in this Policy and as set out in the Policy Schedule. It is essential that the Insured reads all of the Policy terms and conditions before they purchase it to ensure that this Policy provides them the protection they require and that they are aware of the insured amounts provided and the amounts the Insurer will pay (including any Deductible that applies). Some of these insured amounts will be stated in the Policy itself (these are our standard policy limits) and the remainder will be stated in the policy schedule. The Insured must ensure that they are aware of the Definitions of this Policy.

The Insured must comply with all provisions of this Policy, otherwise the Insurer may be entitled to refuse to pay a Claim or reduce its liability under this Policy. This Policy is in force for the Period of Insurance set out in the Policy Schedule or until cancelled.

Claims Made Notice

This policy operates on a "claims made and notified" basis. This means that this policy covers the Insured for claims made against them and notified to the Insurer during the Period of Insurance.

General Information

In this PDS, “We”, “Us”, “Our” means Agile Underwriting Services Pty Ltd (**Agile**) and “You”, “Your” means the **insured**.

1.1 WHO CAN I CONTACT IF I HAVE QUESTIONS?

We have simplified our contact points so you can easily get in touch with Us.

FOR ENQUIRIES RELATING TO	PLEASE CONTACT
General enquiries, including policy questions and coverage, and policy amendments. Any questions, just call or email.	1300 705 031 finlines@agileunderwriting.com
Cancelling your policy You can cancel your policy at any time.	1300 705 031 cancel@agileunderwriting.com
Making a claim online You can claim directly through our online portal.	agileunderwriting.com/claims-and-help/
Making a claim Get in touch straight away and we can help.	1300 705 031 claims@agileunderwriting.com
Making a complaint If you're not happy...we want to know.	1300 705 031 intlcomplaint@qicglobal.com
Family/Domestic Violence For further information please visit https://www.agileunderwriting.com/claims-and-help/family-domestic-violence-policy/	1300 705 031 family@agileunderwriting.com In an emergency or you are not feeling safe, call 000
Support for customers experiencing vulnerability For further information please visit https://www.agileunderwriting.com/claims-and-help/supporting-customers-experiencing-vulnerability-policy/	1300 705 031 hardship@agileunderwriting.com

1.2 ABOUT AGILE UNDERWRITING SERVICES

This insurance is issued by **Agile Underwriting Services Pty Ltd** (ABN 48 607 908 243, AFS Licence No. 483374) (**Agile**). **Agile** arranges policies for and on behalf of certain Underwriters at Lloyd’s (the Insurer).

In all aspects of this policy, **Agile** acts as agent for the Insurer and not for the **insured**.

Our contact details are:

Head Office:	Level 5, 63 York St, SYDNEY NSW 2000
Postal Address:	Level 5, 63 York St, SYDNEY NSW 2000
Telephone:	1300 705 031
E-mail:	service@agileunderwriting.com
Website:	www.agileunderwriting.com

1.3 ABOUT LLOYD'S

Lloyd's is the world's specialist insurance and reinsurance market. With expertise earned over centuries, Lloyd's is the foundation of the insurance industry and the future of it. Led by expert underwriters and brokers who cover more than 200 territories, the Lloyd's market develops the essential, complex and critical insurance needed to underwrite human progress.

Backed by diverse global capital and excellent financial ratings, Lloyd's works with a global network to grow the insured world – building resilience for businesses and local communities and strengthening economic growth around the world.

1.4 ABOUT THIS POLICY

We agree to provide You with insurance in accordance with the terms, conditions, and exclusions of the policy based on the information You have provided or that was provided on Your behalf to Us, subject to payment of the **premium** required. The policy consists of this document, the **schedule** and any endorsements affixed (or intended to be affixed) to it and the proposal form. All of them should be read as if they were one document. This policy is subject to Australian law and practice.

Your certificate of insurance

Your certificate of insurance contains important details about your policy such as the **period of insurance**, your **premium**, what cover options and excesses will apply, and any changes to the policy wording.

What makes up your premium

Your **premium** is determined by a number of factors and of course, the higher the risk is, the higher the **premium**. Your **premium** also includes amounts that we are required to pay, such as government charges, taxes or levies (e.g. stamp duty and GST) that apply to your policy. You will find these amounts on your certificate of insurance.

1.5 IMPORTANT INFORMATION ABOUT THIS POLICY WORDING AND PRODUCT DISCLOSURE STATEMENT

This document is a PDS and is also Our insurance Policy Wording.

This document contains important information required under the *Corporations Act 2001 (Cth)* (the Act) and has been prepared to assist You in understanding Your policy and making an informed choice about Your insurance requirements. It is up to You to choose the cover You need.

It is important that You carefully read and understand this document before making a decision. Other documents may form part of Our Policy Wording and PDS and if they do, We will tell You in the relevant document.

In return for You paying Us a **premium**, We insure You for the events described in the Policy Wording and PDS, subject to the terms, conditions and exclusions of Your policy. Please keep this document, Your **schedule** and any other documents that We tell You form part of Your policy in a safe place in case You need to refer to them in the future. Please check these documents to make sure all the information in them is correct. Please let Us know as soon as possible if any alterations are needed or if You change Your address or payment details. For certain types of cover under the policy, We will require You to provide receipts and other documentary evidence to Us before We pay a claim.

Check Your documents

It's important that You check all the details on the documents We send You. If You notice an error or if You have a question, please contact Us at www.agileunderwriting.com/contact. If You find You need to change the cover for whatever reason, get in contact with Us.

General Insurance Code of Practice

We are a signatory to the General Insurance Code of Practice (the Code). The Code sets out minimum standards that We will uphold in respect of the products and services that We provide. Further information about the Code is available at www.codeofpractice.com.au and on request.

1.6 YOUR DUTY OF DISCLOSURE

This Policy is subject to the *Insurance Contracts Act 1984*. Under that Act the Insured has a duty of disclosure. Before the Insured enters into a contract of insurance they have a duty to tell the Insurer everything that the Insured knows, or could reasonably be expected to know, that is relevant to the Insurer's decision to provide this Policy. If the Insured is not sure whether something is relevant they should inform the Insurer anyway. The Insured has the same duty to inform the Insurer of those matters before they renew, extend, vary, or reinstate this Policy.

The Insured's duty however does not require disclosure of matters that:

1. reduce the risk;
2. are common knowledge;
3. the Insurer knows or, in the ordinary course of business, should know; or
4. the Insurer has indicated they do not want to know.

If the Insured does not comply with their duty of disclosure obligations, the Insurer may be entitled to:

1. reduce their liability for any claim; or
2. cancel this Policy; or
3. refuse to pay a claim; or
4. avoid this Policy from its beginning, if the Insured's non-disclosure was fraudulent.

What You must tell Us

We will ask You various questions when You apply for cover. When You answer those questions, You must be honest and You have a duty under law to tell Us anything known to You, and which a reasonable person in the circumstances, would include in answer to the question. We will use the answers in deciding whether to insure You, and anyone else to be insured under the Policy, and on what terms. You have this same duty to disclose those matters to Us before You renew, extend, vary or reinstate Your Policy.

If You do not tell Us

If You do not answer Our questions in this way, We may reduce Our liability under contract in respect of a claim or refuse to pay a claim, or cancel the Policy. If You answer Our questions fraudulently, We may refuse to pay a claim and treat the Policy as never having commenced.

1.7 WHO CAN PURCHASE THIS POLICY

Certain eligibility criteria apply. This policy can only be purchased by customers domiciled in Australia.

1.8 GENERAL CONDITIONS

Commencement and Period of Your Policy

Your policy begins on the date shown on the **schedule** and continues for the period as shown in the **schedule** after which time it expires, or until it is cancelled. This is Your **period of insurance**.

Renewal of Your Policy

This insurance may be renewed for further consecutive yearly periods upon payment of the **premium**. Payment of Your **premium** is deemed to be acceptance of an offer of renewal for a further yearly period. If You continue to pay Your **premium**, then unless Your policy is cancelled or We advise You prior to the renewal date that We will be updating Your policy or not be renewing, a policy on the same terms and conditions automatically comes in to existence for one (1) year from the renewal date.

Expiry of Your Policy

Your policy expires at the end of the **period of insurance**. We may decide not to renew Your policy. If We decide not to renew Your policy, We will send You an expiry notice at least fourteen (14) days before the expiry of Your policy. If Your policy is cancelled or otherwise terminated, the **period of insurance** will be from the commencement date or renewal date, whichever is the later, up to and including the date of cancellation or termination.

Australian Law

The construction, interpretation and meaning of the provisions of this policy shall be determined in accordance with Australian law. In the event of any dispute arising under this policy including, but not limited to, its construction and/or validity and/or performance and/or interpretation, You and **Agile** will submit to the exclusive jurisdiction of any competent Court in the Commonwealth of Australia.

Any summons notice or process to be served upon the Insurer may be served upon:

Lloyd's Underwriters' General Representative in Australia
Suite 2, Level 9 1 O'Connell Street
Sydney NSW 2000 Australia

who has authority to accept service and to enter an appearance on the Insurers' behalf, and who is directed at Your request to give a written undertaking to You that they will enter an appearance on the Insurers' behalf.

If a suit is instituted against any one of the Insurers', all Insurers' hereon will abide by the final decision of such Court or any competent Appellate Court.

Australian Currency

All payments by You to Us and Us to You or someone else under Your Policy must be in Australian currency. If a loss under this policy is stated in a currency other than Australian dollars, payment under this policy shall be made in Australian dollars at the cash rate of exchange for the purchase of Australian dollars as reported in the Australian Financial Review on the date the final judgment is reached, the amount of the settlement is agreed upon or the element of loss is due, as the case may be.

Cooling off period

You have fourteen (14) days from the date We confirmed, electronically or in writing, that You are covered under Your policy to decide if the policy meets Your needs. You may cancel Your policy simply by calling Us on 1300 705 031 or advising Us in writing within those fourteen (14) days to cancel it. If You do this, We will

refund any **premiums** You have paid during this period. These cooling off rights do not apply if You have made or You are entitled to make a claim during this period.

1.9 CANCELLATION OF YOUR POLICY

Your Policy may be cancelled in one of two (2) ways:

When You can cancel

You can cancel Your Policy at any time by emailing Us at cancel@agileunderwriting.com or calling 1300 705 031.

If You:

- a) pay Your premium by instalments and wish to cancel, We will cancel on the date to which You have paid Your premium in advance.
- b) do not pay Your premium by instalments, the cancellation will take effect at 4pm Local Standard Time on the day We receive Your notice of cancellation. We will refund the premium for Your policy, less an amount which covers the period for which You were insured. However, we will not refund any premium if We have paid or are obliged to pay a benefit under Your policy.

When We can cancel

We can cancel Your Policy by giving You written notice to the address on file and in accordance with the *Insurance Contracts Act 1984 (Cth)*, including where You have:

- a) breached the Duty of Disclosure;
- b) breached a provision of Your policy (including one requiring payment of **premium**);
- c) made a fraudulent claim under any policy of insurance. If We cancel, We will refund the **premium** for Your policy less an amount to cover the period for which You were insured;
- d) undertaken deception, fraud or Illegal Use, We may be entitled to void this policy or withdraw from it in the event of intentional misrepresentation or deception. If a fraudulent claim is made, entitlements and benefits will be forfeited, and information may be forwarded to the police and the prosecuting authorities.

1.10 CLAIMS

In the event of an **occurrence** which may result in a claim under Your policy You must comply with the requirements under Conditions 5.1 and 5.2.

Claims Documentation

To facilitate the settlement of Your claim, please provide Us with any requested documentation, including the following:

- a written claim detailing the nature and extent of the loss or damage
- copies of all correspondence exchanged with any third party
- repair quotations
- details of any other insurance that may exist on the insured property.

1.11 COMPLAINTS AND DISPUTE RESOLUTION

Agile takes the concerns of its customers very seriously. **Agile** has detailed complaint handling and dispute resolution procedures that You may access, at no cost to You. To obtain a copy of Our procedures, please contact Us on 1300 705 031 or complaints@agileunderwriting.com. To assist **Agile** with Your enquiries, please provide Us with Your claim or policy number (if applicable) and as much information You can about the reason for Your complaint or dispute. **Agile's** complaints and dispute procedures are as follows:

Stage 1: Complaint Handling Procedure

Any enquiry or complaint relating to a Lloyd's policy or claim should be addressed to Antares Managing Agency Limited who will be handling your claim in the first instance - in most cases this will resolve your grievance.

If You are dissatisfied with any of Antares products or services and You wish to lodge a complaint, please contact Us at:

Postal address: Antares Managing Agency Limited
138 Market Street, #04-04 CapitaGreen, Singapore, 048946.

Telephone: +65 6911 2790

Email: antaresasianmclaims@antaresunderwriting.com

Website: www.antaresunderwriting.com

We will respond to Your complaint within fifteen (15) business days, or if further investigation or information is required, We will work with You to agree on reasonable alternative timeframes.

Stage 2: Dispute Resolution Procedure

If You are dissatisfied with Our response to Your complaint, You may ask that Your complaint be referred to:

Postal address: Lloyd's Australia Limited
Level 9, 1 O'Connell Street Sydney NSW 2000

Telephone: (+61 2) 8298 0783

Facsimile: (+61 2) 8298 0788

Email: ldraustralia@lloyds.com

It will be handled by either Lloyd's Australia or the Lloyd's Complaint team in London. Where your complaint is eligible for referral to the Australian Financial Complaints Authority (AFCA), your complaint will be reviewed by a person at Lloyd's Australia with appropriate authority to deal with your dispute. If Your complaint or dispute is not resolved to Your satisfaction or a final response has not been provided within 45 days, You may refer the matter to the AFCA, for review. AFCA provides a free and independent dispute resolution service for consumers who have general insurance disputes falling within its terms of reference and its contact details are:

Postal address: Australian Financial Complaints Authority (AFCA)
GPO Box 3, Melbourne VIC 3001

Telephone: 1300 780 808

1.12 UPDATING OUR PDS

We may update the information contained in Our PDS when necessary. A paper copy of any updated information is available to You at no cost by calling Us on 1300 705 031.

We will issue You with a new PDS or a supplementary PDS where the update is to rectify a misleading or deceptive statement or when an omission is materially adverse from the point of view of a reasonable person deciding whether to buy this product.

1.13 PRIVACY STATEMENT

At **Agile**, we are committed to protecting Your privacy in accordance with the *Privacy Act 1988* (Cth).

FOR ENQUIRIES RELATING TO PRIVACY	PLEASE CONTACT
Contact our Privacy Officer at Agile by Email	privacy@agileunderwriting.com
Contact our Privacy Officer at Agile by Phone	1300 705 031
Contact our Privacy Officer at Agile by Mail by writing to	Privacy Officer, Agile Underwriting Services Pty Ltd Level 5, 63 York Street Sydney NSW 2000

We need to collect the personal information on the applicable proposal form to consider your application for insurance and to determine the premium (if your application is accepted) when you are applying for, changing or renewing an insurance policy with us. This information will also be used if you lodge a claim under your policy. We may also need to request additional information from you in connection with your application or a claim. If you do not provide us with this information, or any additional information we request, we may not be able to process your application or offer you insurance cover or respond to any claim.

We may disclose the personal information we collect:

- a) To our relevant employees involved in delivering our services;
- b) If your insurance broker collects this form from you, to that broker;
- c) To facilitators such as legal firms, professional experts such as accountants, actuaries, engineers and technology experts;
- d) To the insurance companies with whom we transact business;
- e) To the Lloyd's Syndicates we represent (which are located in the United Kingdom);
- f) To insurance reference bureau or credit reference bureau;
- g) To reinsurers or reinsurance brokers (which may include reinsurers located outside of Australia).

Where we do disclose the information as above the recipient may hold the information in accordance with its own privacy policies. Those may include, by way of example, disclosing the information to and storage of that information by its associated entities which may be located overseas. We may also be required to provide your personal information to others for purposes of public safety and law enforcement and if required by law or by a law enforcement body to do so.

You may request access to your personal information, and where necessary, correct any errors in this information (some restrictions and costs may apply). If you would like to access a copy of your personal information or you wish to correct or update your personal information, please also contact us on 1300 705 031.

1.14 WORDS WITH SPECIAL MEANINGS

Throughout this document, certain words have special meaning and are included in Definitions (Part B, Section 1) of this Policy Wording and PDS. Please refer to the Definitions for their meaning. Any reference to an Act, legislation or legislative instrument in this document also refers to that Act, legislation or legislative instrument as amended and may be in force from time to time.

PART B - POLICY TERMS

Section 1: The Cover

Subject to payment of the Premium or as agreed in writing, We agree to provide indemnity in accordance with and subject to the terms and conditions of this Policy.

Before this Policy commenced We received information provided on behalf of the Insured in the Proposal and in other ways. We have relied on this information to decide whether to enter into this contract and on what terms. If any of this information is wrong or false it may affect the cover provided to You by this Policy.

Any word or expression in which a specific meaning has been attached shall bear that special meaning wherever they appear and the meanings of these words can be found in the Definitions sections of the Policy.

1.1 What We Pay

- a) We will pay for a Tax Audit commenced during the period of insurance relating to all policyholders up to the insured amounts specified in the policy schedule; or
- b) Self-Managed Superannuation Fund Cover, then the most we will pay in respect of a Tax Audit (including the professional fees in connection with an appeal of a reviewable decision) for any or all of the self-managed superannuation funds of the policyholder specified in the policy schedule.

1.2 When We Pay

We will pay the professional fees reasonably and necessarily incurred by You in connection with assisting You to respond to a Tax Audit by an authority where:

- a) your claim is covered under “Insuring Clause”;
- b) your claim is not excluded under “Exclusions”; and
- c) the Tax Audit has been completed.

Section 2: Insuring Clause

This policy covers professional fees (such as accountant’s fees) incurred by You in connection with a Tax Audit of a return by the Australian Taxation Office, or by a Commonwealth, State or Territory department, body or agency authorised to conduct a tax audit.

You can claim for professional fees as described below if:

- a) the tax audit was commenced and is notified to us during the period of insurance; and
- b) the claim is not excluded under “Exclusions”.

We cover professional fees reasonably and necessarily incurred by you in connection with a Tax Audit by an authority, which is commenced and notified to us during the period of insurance.

Section 3: Exclusions

We shall not be liable under this policy to provide indemnity in respect of any claim against any Insured:

3.1 Returns Not Prepared by a Tax Agent

Any professional fees relating to, arising from or in connection with any income return that has not been prepared or reviewed prior to dispatch by your tax agent. However, this exclusion does not apply to any return for:

- a) prescribed sales tax;
- b) income derived from:
 - i) any payment under a contract of employment of service between you and any other person, company or entity, other than when that payment is paid by a company for which you are a director or have a controlling interest;
 - ii) any payment from superannuation, pension or other retirement benefit; or
 - iii) personal investments that you are not wholly or mainly dependent on.
- iv)

3.2 Representations, Errors in Information and Improper Conduct

Any professional fees relating to, arising from or in connection with:

- a) you or your tax agent making a statement to the authority that is false or misleading except that this exclusion will not apply where a false or misleading statement results from you being misled by the authority or where you did not and could not be expected to know that a statement was false or misleading;
- b) any fraudulent act or fraudulent omission or statement made to an authority arising from any act committed deliberately or with your wilful intent;
- c) an authority, or its authorised representative, having assessed your behaviour as being a case of deliberate evasion or recklessness;
- d) any return lodged or submitted dishonestly or fraudulently where the supporting documents have been falsely created or collected; or
- e) any error or deficiency with information already provided to an authority which you do not notify to the authority within 10 business days of you discovering the error or deficiency with the information.

3.3 Delay

Any professional fees relating to, arising from or in connection with:

- a) a tax audit which is commenced due to your failure to lodge taxation or any other return within the time limit prescribed by law or within the extended time granted by an authority;
- b) a tax audit which is commenced due to your failure to pay all taxes by the due date or within any extension of time granted by the authority; or
- c) your failure to respond to the authority within the time it has specified for you to give your response.

3.4 Imposition of Penalties

The imposition of or the seeking to impose any tax, penalty tax, costs, interest, fine or penalty by any regulatory authority, court or tribunal.

3.5 Shortfall Tax Audits

Any professional fees relating to, arising from or in connection with a tax audit where an authority imposes or seeks to impose a penalty due to any shortfall amount, or part of that amount, resulting from:

- a) intentional disregard of a designated tax by you or your tax agent; or
- b) recklessness by you or your tax agent as to the operation of a designated tax.

3.6 Subrogation Agreements

Any amount that you are unable to recover because of a contract or agreement that you have entered into that excludes or limits your rights to recover that amount.

3.7 Territorial Limitations

a) Any return:

- i) prepared by a person who ordinarily resides outside Australia and its external territories; or
- ii) for a company, firm or entity which operates outside Australia and its external territories.

b) Any professional fees that are:

- iii) associated with any return lodged outside Australia and its external territories; or
- iv) in respect of any person or organisation ordinarily resident outside Australia and its external territories.

3.8 Prior Tax Audits

Any claim arising from or in connection with any tax audit for which verbal or written notice or information was received by you or your tax agent before the inception of this Policy Section.

3.9 Unjustified Refusal or Failure to Comply

Any claim or claims caused by or arising from any improper, unwarranted or unjustified refusal or failure to comply with any lawful request made by the authority.

3.10 Professional Fees after Completion of Tax Audit

Any professional fees incurred after the tax audit has been completed.

3.11 Other Matters

- a) Any professional fees relating to, arising from or in connection with:
 - i) any criminal prosecution;
 - ii) any tax audit relating to customs legislation;
 - iii) any tax audit conducted by the Australian Prudential Regulation Authority; or
 - iv) any tax audit that includes a refund or claim for tax or duty relief arising out of an arrangement, facility, financial structure or the like adopted for the principal purpose of obtaining that refund or relief, unless the arrangement has received prior written approval from the relevant government or government authority or agency before being offered to you or the general public;
- b) Any claim or claims caused by, arising from or in connection with:
 - i) amounts sought by any amended notice of assessment, additional tax, duty government impost or the like; costs to pursue or defend any legal actions against you or initiated by you (unless it is agreed to by us);
 - ii) any inquiry from an authority which is not related to either an identified intention to conduct a tax audit or is not directed at obtaining information or data for a possible future tax audit;
 - iii) any routine enquiries, or enquiries from a tax agent which are not identified as being either preliminary to, or relating to a tax audit of a return; or
- c) Any form of activity involving a periodic review, routine inquiry or compliance review relevant to **you** maintaining industry status, licence, compliance, membership, any form of workplace health and safety compliance or similar requirements.

Section 4: Claims conditions

5.1 Claims notification

For any claim:

- a) you must notify us within thirty (30) days of you first becoming aware of the first notice of a tax audit;
- b) you must keep us informed of all developments as they occur that are relevant to the claim;
- c) you must take all necessary and reasonable steps to minimise any delays and costs incurred or likely to be incurred;
- d) we have the right to directly access your tax agent and lawyers and any documented advice they have given you relevant to the tax audit;
- e) you must ensure your tax agent will assist us with any matter we may pursue with the authority; and
- f) you must submit to us all accounts for professional fees that relate to your claim upon completion of the tax audit.

All Claim notifications should be forwarded to;

The Claims Manager, Agile Underwriting Services Pty Ltd
Level 5, 63 York Street, Sydney, NSW 2000

Or Email: claims@agileunderwriting.com

It is the Insured's responsibility to ensure such notification has been forwarded to and received by Agile Underwriting Services Pty Ltd.

5.2 Cooperation

You must co-operate and provide us with all reasonable assistance in connection with any investigation, negotiation, recovery, defence, legal proceeding or settlement of any claim including doing all things necessary to allow us to take over legal proceedings you are party to.

5.3 Claims conduct

We are entitled to conduct claims and proceedings. This includes the right to takeover and conduct in your name the defence or settlement of any claim or proceeding. At all times we have the right to make admissions, negotiate and settle a claim or proceeding on terms we consider appropriate. You are not permitted to make any admission of liability, offer, promise or payment without our written consent. We may engage legal or other representatives to assist in the conduct of a claim and proceedings.

5.4 Fraud and Dishonesty

In the event that you, or anyone on your behalf, seeks to or obtains any benefit under this policy by way of fraudulent or dishonest means, then in accordance with the provisions of the ICA, we will not be liable to pay the claim and may terminate the policy with effect from the time of the fraudulent or dishonest act.

5.5 Excess

You must pay the excess that applies to claims under this policy. Any excess that is applied to your claim must be paid in full prior to settlement of that claim.

We have no liability to you under this policy until you have paid the excess. If the excess has been requested but remains unpaid we may:

- a) decline to settle the claim pending full payment of the excess; or
- b) deduct the excess from the settlement.

The excess that applies will depend on the circumstances of the claim and is specified in the policy schedule. When multiple excesses apply, you might have to pay more than one type of excess when you make a claim. We will tell you how to pay your excess and who to pay it to.

Section 5: General Conditions

6.1 Alteration to risk

The Insured must notify Us as soon as reasonably practicable of any material change in the risk insured by this Policy. We are entitled to amend the terms of this Policy and / or charge an additional premium based on Our assessment of any change in the risk insured by this Policy.

A material change in the risk shall include, but is not limited to; An Insured going into voluntary bankruptcy, receivership, liquidation or any other form of external administration or an Insured failing to pay debts or breaching any other obligation giving rise to the appointment of a receiver or bankruptcy or winding up proceedings;

6.2 Cancellation

- a) The Insured may cancel this Policy at any time in writing to Us. Upon receipt of such request We will retain a short period premium calculated at the pro rata portion of the annual premium for the time they have been on risk and the Insured shall receive a refund of any balance of the Premium actually paid.
- b) We may cancel this Policy in accordance with the *Insurance Contracts Act 1984*.
- c) If there have been any Claims made under the Policy no refund shall be given.

6.3 Interpretation

In this Policy;

- a) the single includes the plural and the masculine includes the feminine and vice versa
- b) the titles and headings to the various sections of the Policy are included solely for ease of reference and do not in any way limit or expand or otherwise affect the terms of such sections.

6.4 Sanctions

We shall not provide cover and We shall not be liable to pay any Claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such Claim or provision of such benefit would expose Us to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of Australia, Singapore, United Kingdom or United States of America.

6.5 Variation of the policy

No variation of this Policy will be effective, unless made by Endorsement which is signed by a properly authorised employee of Agile Underwriting Services Pty Ltd.

6.6 Limit of Liability

The Insurers maximum liability under the Policy for each and every Covered Tax Audit will not exceed the Audit Limit.

The Insurers maximum liability under the Policy for all Covered Tax Audits will not exceed the Aggregate Limit.

Section 6: Definitions

7.1 Authority

Shall mean:

- a) the Australian Taxation Office;
- b) a revenue office of an Australian State or Territory;
- c) a Commonwealth, State or Territory government department, body or agency, duly authorised to conduct a tax audit.

7.2 Claim

shall mean a claim under this policy for professional fees, including any claim which is not specifically excluded by the Policy (or any Endorsement) due to a Cyber Act or Cyber Incident.

7.3 Computer System

Any computer, hardware, software, communications system, electronic device (including, but not limited to, smart phone, laptop, tablet, wearable device), server, cloud or microcontroller including any similar system or any configuration of the aforementioned and including any associated input, output, data storage device, networking equipment or back up facility, owned or operated by You or any other party.

7.4 Cyber Act

An unauthorised, malicious or criminal act or series of related unauthorised, malicious or criminal acts, regardless of time and place, or the threat or hoax thereof involving access to, processing of, use of or operation of any Computer System.

7.5 Cyber Incident

- 1.1 any error or omission or series of related errors or omissions involving access to, processing of, use of or operation of any Computer System; or
- 1.2 any partial or total unavailability or failure or series of related partial or total unavailability or failures to access, process, use or operate any Computer System.

7.6 Designated Tax

Shall mean any tax assessable in accordance with the provisions, as amended, of the:

- a) Income Tax Assessment Act 1936 (Cth);
- b) Income Tax Assessment Act 1997 (Cth);
- c) Fringe Benefits Tax Assessment Act 1986 (Cth);
- d) Fringe Benefits Act 1986 (Cth);
- e) A New Tax System (Goods and Services Tax) Act 1999 (Cth);
- f) Superannuation Guarantee (Administration) Act 1992 (Cth); or
- g) any law of an Australian State or Territory relating to payroll tax.

7.7 Endorsement or Endorsements

Shall mean a written change or addition made to the policy. Any endorsement or endorsements which apply to the policy will form part of the policy and be specified in the policy schedule, unless we send you the endorsement separately.

7.8 Input Tax Credit

shall mean the amount you are entitled to claim as a credit against GST that you have paid.

7.9 Premium

shall mean the insurance premium you have paid or are required to pay for this policy.

7.10 Insured Amount

shall mean the maximum amount that we will pay under the policy as specified in the policy schedule. The insured amount includes GST.

7.11 Period of Insurance

shall mean the period of time specified in the policy schedule during which insurance is provided under the policy.

7.12 Policy

shall mean your insurance contract. It consists of this policy wording, any endorsements and the policy schedule.

7.13 Policyholder

shall mean the person or entity named as such in the policy schedule.

7.14 Policy Schedule

shall mean the policy schedule forming part of the policy. If the policy is renewed, the renewal schedule becomes your current policy schedule.

7.15 Professional Fees

shall mean the fees, costs and disbursements payable to a tax agent or professional person (other than you or your employee) in connection with a tax audit by an authority.

Professional fees does not mean any fees, costs or disbursements:

- a) charged by a tax agent for administrative services; or
- b) that relate to any subsequent objection lodged with an authority in respect of a tax audit; or
- c) that relate to, or are associated with the preparation of any accounts, financial statements or documents which would or should have been ordinarily or prudently prepared prior to or at the time that the lodgement of any return or documents was required to be lodged; or
- d) incurred after the tax audit has been completed; or
- e) incurred after 12 months from the commencement date of a tax audit other than when you can demonstrate to our satisfaction that the delay in completing the tax audit was caused primarily by

the authority.

7.16 Return

shall mean any return legally required to be, and that is actually lodged with, an Australian Commonwealth, State or Territory government department, body or agency by you or on your behalf.

7.17 Reviewable Decision

Has the meaning given by section 10 of the Superannuation Industry (Supervision) Act 1993 (Cth).

7.18 Shortfall Amount

A shortfall amount arises when:

- a) your tax related liability, worked out on the basis of your disclosure or statement, is less than it would be if the disclosure or statement:
 - i) was not false or misleading; or
 - ii) did not treat a designated tax as applying in a way that was not reasonably arguable.
- b) an amount the authority must pay or credit to you under a designated tax, worked out on the basis of your disclosure or statement, is more than it would be if the disclosure or statement:
 - i) was not false or misleading; or
 - ii) did not treat a designated tax as applying in a way that was not reasonably arguable.

7.19 Tax Agent

shall mean any person who is recognised by the authority as a registered tax agent, as appropriate to the type of designated tax, who prepares returns or statements required by that authority in respect of your liability to pay a designated tax, including supervision of the preparation of, and review prior to dispatch of, those returns or statements.

Tax agent does not mean you or a person working for you under a contract of employment. Tax audit means:

- a) the audit by an authority of a return in respect of your liability to pay any designated tax (including the amount of tax payable or refundable) following lodgement of a return for that designated tax;
- b) any official inquiry, investigation, examination or review undertaken by an authority in respect of your liability to pay any designated tax (including the amount of tax payable) following lodgement of a return for that designated tax;
- c) a workers' compensation wage audit or investigation by an authority in respect of your liability to pay a workers' compensation premium; or
- d) the audit by an authority of a director's personal income tax return only to the extent that Extra Cover 2 – 'Directors' personal tax returns' applies.

If an official inquiry, investigation, examination or review referred to in paragraph (b) above escalates or results in an audit as referred to in paragraph (a) above, then this would be viewed as one tax audit for the purposes of this policy.

Where 'Self-Managed Superannuation Fund Cover' is specified in the policy schedule, tax audit will also mean any audit of a self-managed superannuation fund recorded in the policy schedule for the purpose of determining any matter relating to that fund, or its trustees' compliance with any of the provision of the Superannuation Industry (Supervision) Act 1993 (Cth).

7.20 Tax Audit

Shall mean any official inquiry, investigation, review, examination or audit (including record keeping, record retention and client risk reviews) conducted by an Authority in respect of a:

a) Return prepared by a qualified, registered accountant or tax agent and submitted by, or on behalf of Your Client; or

b) Your Client's Compliance Obligation.

But Audit does not mean:

i) a review relevant to Your Client maintaining its industry status, license to conduct or operate its business, gain or maintain membership or any form of occupational health and safety type compliance;

ii) any form of practice or procedural audit of the Insured's client or practice files; iii) any activity involving a government authority or agency gathering information or data that is not part of a Client's Tax Audit of a Return or Your Client's Compliance Obligation;

iv) any activity involved in the familiarisation, education, training, application, implementation, process or operation of:

(1) any amendments or changes to existing legislation or industry regulations,

or (2) the introduction of new legislation or industry regulations.

v) telephone communication from the Australian Tax Office.

7.21 ATO

Shall mean The Australian Taxation Office or appropriate government authority or state authority or agency authorised to conduct the relevant activity Tax Audit Investigation

7.22 We, Us or Our

shall mean certain underwriters at Lloyd's through their cover holder Agile Underwriting Services Pty Ltd and includes any reference to Insurer in this policy.

7.23 You/Your/Yours

shall include

a) the policyholder;

b) any reference to Insured or Insureds in this policy.

7.24 Agile Underwriting Services Pty Ltd

shall mean Agile Underwriting Services Pty Ltd, ABN 48 607 908 243, AFSL 483374

7.25 Client

Shall mean A company, firm partnership organisation or individual who is a client of the Insured and who has agreed with the Insured to be designated for the purposes of this Policy and has been made known to Us by means of the monthly bordereau declaration.