

28 June 2011

We have been selected by CoverAustralia Pty Ltd to be one of their Platinum Partners and are proud to accept that invitation and subscribe to the conditions and spirit of the agreement between us which are listed below.

Having conducted business with the Principals of CoverAustralia.com.au for many years and in acknowledgement and recognition of their professionalism, knowledge and integrity, we will continue to offer them:

- Direct, regular access to the executive personnel of our company including, but not limited to our Chief Underwriter and Head of Claims.
- Dedicated, qualified staff to handle their general administrative and underwriting matters.
- Agreed service standards and response times of the highest order exceeding industry and company standards.
- Our co-operation in assisting them to always strive for excellence in service.



Patrick O'Connor
Head of Distribution - Retail Life