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| **Insurance Brokers Code of Practice** **2024 Annual Compliance Statement** **Reporting period 1 January 2024 to 31 December 2024** |

A. Declaration

***[Name of Insurance Broker]***

***[AFSL]*** (please list all AFSLs that are applicable to your organisation)

This Annual Compliance Statement (ACS) is lodged with the [Insurance Brokers Code Compliance Committee](https://insurancebrokerscode.com.au/) (the IBCCC) pursuant to:

* clause 2.1(d)(i) of the [Insurance Brokers Code Compliance Committee Charter](https://insurancebrokerscode.com.au/app/uploads/2022/11/IBCCC-2022-Charter-1Nov2022.pdf) (the Charter), and
* section 12.1(c)(iii) of the [Insurance Brokers Code of Practice](https://insurancebrokerscode.com.au/resources/2022-code-of-practice/#section-divider11) (the Code).

I, (Chief Executive Officer/ relevant Senior Executive) hereby confirm that I have read and fully understand the requirements of the 2024 ACS for compliance with the Code. After appropriate inquiry on my part, I confirm the information provided in our organisation’s response is true and correct to the best of my knowledge.

***[Name of Certifying Chief Executive Officer / relevant Senior Executive]***

*[Position]*

*[Contact email]*

*[Contact phone]*

*[Date (dd/mm/yyyy)]*

***[Name of Compliance Manager]***

*[Position]*

*[Contact email]*

*[Contact phone]*

**A.1 Please confirm the size of your organisation** *[please select ONE]***:**

* Up to 20 full-time equivalent staff (including authorised representatives)
* Between 21 and 30 full-time equivalent staff (including authorised representatives)
* Between 31 and 50 full-time equivalent staff (including authorised representatives)
* Between 51 and 100 full-time equivalent staff (including authorised representatives)
* Over 100 full-time equivalent staff (including authorised representatives)

**A.1.1 Please provide the number of your full-time equivalent staff (including authorised representatives):**

**A.2 Please provide the approximate number of:**

**a) written insurance policies**

**b) clients**

[*This information will be used to provide a common denominator for benchmark purposes].*

If you are not able to provide the exact numbers, please provide the approximate numbers.

**A.3 Please advise how many branches your organisation has in Australia (including the head office):**

*[please input numbers for ALL states that apply]*

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | *ACT* | *NSW* | *NT* | *Qld* | *SA* | *Tas* | *Vic* | *WA* | *Total* |
| Number of branches including the head office  |  |  |  |  |  |  |  |  |  |
| Indicate by X location of the head office *[select ONE]* |  |  |  |  |  |  |  |  |  |

**A.4 Do you have offices overseas?** *[please select ONE]*

* YES *[please advise regions of overseas offices]*
* NO
* Other *[please include comment]*

**A.5 Is your organisation a member of the following networks (other than the National Insurance Brokers Association (NIBA))?** *[please select ALL that apply]*

* Steadfast Group
* Austbrokers Network
* Council of Queensland Insurance Brokers (CQIB)
* Other *[please include comment]*

**A.6 Does your organisation consent to information in Part A of this ACS being shared with NIBA?** *[please select ONE]*

* YES
* NO

B. Code breach reporting

*For detailed instructions on completing these tables, see the* ***IBCCC 2024 ACS Information Document****.*

**B.1 Did you identify and record any Code breaches for the reporting period 1 January 2024 to 31 December 2024?**

* YES, please identify and provide details for each Code breach as per item C.1.
* NO, please skip to item C.3.

C. Breach Data Report

**C.1 Breach Data Report**

Please use the **IBCCC** **Breach Data Report 2024** [*download from here]* to provide details of all Code breaches you identified in the reporting period.

If you use Steadfast’s CCX360 system, you can upload the ‘IBCCC Incident Breach Register’ in EXCEL format for Code breaches recorded in 2024.

Please note that ALL columns are compulsory (other than the ‘Comment’ columns).

Please see the ***IBCCC 2024 ACS Information Document,*** for detailed instructions on completing this Report, including options for the drop-down menus and examples of reported breaches.

Please upload your completed **IBCCC Breach Data Report 2024** in EXCEL format here. Please ensure that you UPLOAD and SUBMIT before going to NEXT.

*[Please upload* ***IBCCC Breach Data Report 2024****]*

**C.2 Learnings from Code breaches**

Based on the understanding that you report breaches to your Board or Executive Management, what are the learnings or findings from your Code breaches? Please provide one detailed example each of an immediate and long-term remedial action your organisation has undertaken as a result of these learnings. What impact/improvement does your organisation expect from these actions? *[please provide details here]*

**C.3 Nil Code breaches**

If you did not record any Code breaches for 2024, provide a brief description of what processes and procedures you had in place to monitor and review the operations and interactions of your organisation, to ensure good industry practice was adhered to at all times (i.e., What mechanisms do you have in place to identify potential breaches? Are reported and identified client complaints and general incidents used to identify possible Code breaches? *[please provide details here]*

D. Complaint(s) reporting

*For detailed information on completing this Report, see the****IBCCC 2024 ACS Information Document****.*

**D.1 Did you record any complaints during the reporting period 1 January 2024 to 31 December 2024?** *[please select ONE]*

* YES, please report details for your complaints as per items D.2 to D.4.
* NO, please skip to item D.5.

**D.2 Total number of complaints received during the period 1 January 2024 to 31 December 2024.** *[please provide your responses below]*

|  |  |
| --- | --- |
| Number of complaints received NOT involving Code breaches |  |
| Number of complaints received involving Code breaches |  |
| **Total** |  |

*Explanatory comments (if needed):*

**D.3 Detailed Complaints Report**

Please use the Australian Securities Investments Commission (ASIC) prescribed form to provide details of all complaints you identified in the reporting period 1 January 2024 to 31 December 2024.

For detailed information on ASIC requirements on how to provide internal dispute resolution (IDR) data please refer to [ASIC’s IDR Reporting Handbook](https://download.asic.gov.au/media/czjode3n/idr-data-reporting-handbook-published-05-may-2023.pdf)*.*

Please note that ASIC collects data for a six-month period. Therefore, you will need to **submit TWO reports** to us:

* 1 January to 30 June 2024, and
* 1 July to 31 December 2024.

Please upload your completed **IDR Reports** here. This should be uploaded in EXCEL format.

**D.3.1 Please upload your IDR Report for the period 1 January to 30 June 2024 here.**

*[Please upload IDR Report for the period 1 January 2024 to 30 June 2024]*

**D.3.2 Please upload your IDR Report for the period 1 July to 31 December 2024 here.**

*[Please upload IDR Report for the period 1 July to 31 December 2024]*

Please ensure that you UPLOAD and SUBMIT before going to NEXT.

**D.4 Learnings from complaints data**

Based on your self-reported complaints data, has your organisation identified any major trends in complaints? If so, please provide one detailed example of what actions your organisation has taken to address the root cause of a major complaint trend. What impact/improvement does your organisation expect from these actions? *[please provide details]*

**D.5 Nil Complaints**

If you did not record any complaints for 2024, provide a brief description of what processes and procedures you had in place to monitor and audit the operations and interactions of your organisation to ensure good industry practice was adhered to at all times. *[please provide details]*

E. Feedback

We welcome your feedback on the ACS process and areas that can be improved for next year’s ACS program.

**E.1 Do you have any suggestions to improve the ACS for next year to make it more useful for your organisation?** *[Please comment]*

Submit

Before clicking submit please check that your responses to the 2024 ACS have been fully completed.

**Once data has been submitted it cannot be amended.**

End

Thank you for participating in the 2024 ACS.

Please ensure you click on one of the icons below and save a copy of your submission to your system.

You can then close this window.