

# Aon Terms of Business

## March 2022 Variations

A summary of the variations to the March 2021 terms of business is set out below.

A mark-up of the variations is available on request.

### First Bullet Point- Summary

We have added reference to the use of the services being acceptance of our terms in the summary at the beginning of the terms. This reflects clause 2.3 which says you will be taken to have accepted this agreement by continuing to instruct us, unless otherwise agreed in writing with you.

### Clause 2.4 – Our Agreement

Clause 2.4 previously sat under the heading General and was numbered 24.1, we have moved the clause, so it is next to the other clauses relating to the Agreement.

### Clause 5.2.2 Remuneration

The minimum administration charges have been updated to \$40 (plus GST) for personal lines/domestic and \$65 (plus GST) for commercial and rural policies.

### Clause 21.3 – Complaints

Clause 21.3 has been updated to reflect the new period of 3 months to contact FSCL from the date of our final decision. It was previously two months.

### Prior Clause 22 – Our Employees

This clause has been removed.