

Hibiscus Coast Brokers Limited & Ornowski White Limited-

Client Service Standards Statement

Our commitment

To provide Financial Advice for Insurance Products to our Clients in accordance with the Standards for the Code of Professional Conduct for Financial Advice Services for Ethical Behaviour, Conduct and Client Care. Our Financial Advice provides good outcomes for our Clients.

Treat Clients Fairly

Listen to your request and determine your needs while considering your views and concerns carefully.

Act with Integrity

We will always recommend correct & adequate products to meet your needs. We will not seek to upsell products or sell products that are not required.

Give Advice that is suitable

Providing suitable cost effective options and taking time to explain why the product is best for you & meets your needs.

Ensure that the Client understands the Financial Advice

Clear communication and making sure you understand the policy cover & any limitations. We will also provide our disclosure statement.

Protect Client Information

We will protect your information and ensure it is kept confidential either in the client file or on eglobal

