

Unimutual and Broker Charter



Purpose: A shared commitment to our Members/Clients, their People and the Communities they serve

Unimutual and Broker Goals



Members/Clients first. We make their interests our priority



Agility – we’re constantly challenging the status quo and embracing innovation



Precision – we consistently excel in everything we do



Professional commitment



Ethical behaviour



Transparency and accountability

To serve our Members/Clients through risk **protection** and **prevention**

Shared Strengths



Tripartite relationship
Industry experts
Deep understanding of our Members/Clients
Quality communication and engagement
Our Members/Clients have a voice in the process
Cost advantage is passed on to our Members/Clients

Shared Roles and Responsibilities



Provide best practice risk management and protection to Members/Clients with integrity
Provide expertise, skills, care and diligence
Provide high standards of customer service
Provide clear, ongoing communication

Shared Activities



Continue to strengthen our relationship through regular stakeholder engagement
Provide clear information about our products and services
Communicate regularly
Be open and transparent at all times
Act in the best interests of our Members/Clients
Challenge the status quo and embrace innovation

Shared Expectations



Comply with our legal and industry obligations
Communicate with current and prospective Members/Clients in a clear and timely manner
Work together to provide a positive experience for our Members/Clients
Consistently excel in everything we do
Commitment to Codes of Conduct

Shared Values



Integrity and respect
Honesty and accountability
Agility and responsiveness
Social and personal responsibility

Unique Value Proposition: Unimutual and Brokers will work in conjunction with our Members/Clients to provide risk prevention advice, protection against financial loss, and industry thought leadership for current and emerging risks