



Australian Vanlines

ACCEPTANCE OF QUOTATION / CUSTOMERS INSTRUCTIONS

Client's Full Name _____ Our Quotation Ref _____

Date of filling in this form: ____ / ____ / ____

I/We have the pleasure in accepting your quotation for the transfer of our household and personal effects as follows in accordance with Australian Vanlines Standard Trading Conditions and associated PDF & FSG documents.

Requested Packing Date (if required): ____ / ____ / ____		Requested Collection Dates: ____ / ____ / ____	
Collection Address In Australia		Phone Numbers	
		(H)	(W)
		(M)	(F)
Customer Date of Arrival at Destination: ____ / ____ / ____			
Destination Delivery Address		Phone Numbers	
		(H)	(W)
		(M)	(F)
Destination Contact Address		Phone Numbers	
		(H)	(W)
		(M)	(F)
		Email Address	
Storage Required? <input type="checkbox"/> Yes <input type="checkbox"/> No		Estimated Delivery Date ____ / ____ / ____ (Must confirm with office)	
Special Instructions			
Mode of Transport: <input type="checkbox"/> By Air <input type="checkbox"/> By Sea <input type="checkbox"/> By Road <input type="checkbox"/> By Rail		Motor Vehicle : <input type="checkbox"/> Yes <input type="checkbox"/> No	
Australian Vanlines <input type="checkbox"/> Pack all cartons <input type="checkbox"/> Fragile Pack only <input type="checkbox"/> No packing of cartons		Cleaning Service: <input type="checkbox"/> Yes <input type="checkbox"/> No Pet Transport : <input type="checkbox"/> Yes <input type="checkbox"/> No	
All Risk Insurance: <input type="checkbox"/> Yes <input type="checkbox"/> No (See Attached formal request Inventory and "PDS" "FSG")			
Restricted Cover <input type="checkbox"/> Yes <input type="checkbox"/> No (See Attached "PDS" for details)			
If other extensions to basic insurance policy offered in quotation please list requirements as per discussion with Australian Vanlines representative :			
Please invoice all charges to: _____ <input type="checkbox"/> Private Account <input type="checkbox"/> Company Account (Official company purchase order required)			
Payment Note: Cash or Bank Cheque only on pick up of all removals. Personal cheques will only be accepted after confirmation with your surveyor. All charges will be paid on pickup date. Company authority to order is attached and payment will be made prior to delivery / removal / storage.			
The Standard Conditions of Removal and Storage Contract form part of this agreement in conjunction with the PDS & FSG, copies of which accompany this quotation. I acknowledge that I have read all the terms and conditions of contract and accept them in full.			
Signature: _____		Date: ____ / ____ / ____	
Name: _____			

N.B. We kindly request that all relevant documents as attached be completed before commencement of services



Australian Vanlines

STANDARD CONDITIONS OF REMOVAL AND STORAGE

Definitions In these conditions:

“We” means **AUSTRALIAN VANLINES PTY LIMITED, ABN 47 002 481 352**, and “Us” and “Our” have corresponding meanings; “You” means the party entering into the agreement for Services with us, and includes the party to whom our quotation is addressed and the party by whom the acceptance is signed, and “Your” has a corresponding meaning; “Goods” means all furniture and other effects which are to be the subject of the Services; “Services” means the whole of the work to be undertaken by us in connection with the Goods including removal and (if applicable) storage; “Subcontractor” means any person other than one of our employees who, under any agreement or arrangement with us (whether directly or indirectly) performs or agrees to perform the whole or any part of the Services; Words in the singular include the plural, and words in one or more genders include all genders.

We are not Common Carriers

WE ARE NOT COMMON CARRIERS AND ACCEPT NO LIABILITY AS SUCH. We reserve the right to refuse to quote for the carriage of goods for any particular person and for carriage of any goods or classes of goods at our discretion.

Your Obligations and Warranties

Information supplied by you. You warrant that any information which you have provided to us and on which we have reasonably relied in assessing any quotation or estimate of the resources necessary to carry out the work is accurate.

Owner or Authorised Agent. You warrant that, in entering into this agreement, you are either the owner of the Goods, or the authorised agent of the owner.

Presence at Loading/Unloading. You will ensure that you or some person on your behalf is present when the Goods are loaded or unloaded, except if they are being unloaded into or loaded from store.

Dangerous Goods. You warrant that the Goods do not include any goods which are or may become of a dangerous, corrosive, highly combustible, explosive, damaging or noxious nature nor likely to encourage any vermin or pest unless You have disclosed to Us in writing the presence and nature of any such items prior to them being made available to Us for loading or storage. We may refuse to remove or store such items. If we discover any article or substance of this nature after the Goods have been received by Us, We may take any reasonable action, including destruction or disposal, as we may think fit without incurring any liability to you.

Fragile Goods and Valuable Items. You will, prior to the commencement of the removal or storage, give to us written notice of any Goods which are of a fragile or brittle nature and which are not readily apparent as such, or which comprise jewellery, precious objects, works of art, money, collections of items or precision equipment in any case having a value in excess of \$1,000.

Goods Left Behind or Moved in Error. You will ensure, to the best of your ability, that all Goods to be removed (other than Goods being removed from store) or stored are uplifted by us and that none is taken in error.

Method of Carriage and Subcontractors

Mode of Carriage. We shall be entitled to carry the Goods by any reasonable route (having regard to all the circumstances including the nature and destination of any other Goods being carried on the vehicle) and by any reasonable means.

Subcontractors. We may use a Subcontractor or Subcontractors to undertake the whole or any part of the Services, but if we do so, we will continue to be responsible to you for the performance of the Services.

Liability of Subcontractors and Employees. Any provisions in these conditions which limit our liability also apply to our Subcontractors and to our employees and to the employees of Our Subcontractors. For the purposes of this subclause, we are, or are deemed to be, acting as agent or trustee on behalf of each of the persons referred to, and each of them shall to that extent be deemed to be parties to this agreement.

Delivery

We shall not be bound to deliver the Goods except to you or a person authorised in writing by you to receive the Goods. If we cannot deliver the Goods either because there is no authorised person there to receive them on Our arrival, or because We cannot gain access to the premises, or for any other reason beyond Our control, We will be entitled to unload the Goods into a warehouse, and will be entitled to charge an additional amount for storage and for the subsequent re-delivery of the Goods. If this happens, we will endeavour to contact you to ascertain whether you have any alternate instructions.

Storage Conditions

Inventory. We will prepare an inventory of Goods received for storage and will ask you to sign that inventory. You will be provided with a copy of the inventory. If you sign the Inventory, or do not do so and fail to object to its accuracy within 7 days of receiving it from Us, the inventory will be conclusive evidence of the Goods received by Us. The inventory will disclose only visible items and not any contents unless you ask for the contents to be listed, in which case we will be entitled to make a reasonable additional charge.

Contact Address. You agree to advise us of an address to which We can forward any notice or correspondence, and to promptly notify Us of any change of address.

Price Changes. Our storage charges will be as quoted to you for the first 26 weeks of storage. After 26 weeks, we may change the storage charges from time to time on giving 28 days' written notice to you.

Warehouse Change. We are authorised to remove the Goods from one warehouse to another without cost to you. Not less than 5 days beforehand, we will notify you of the removal and advise the address of the warehouse to which the Goods are being removed.

Inspection of Goods in Store. You are entitled, upon giving us reasonable notice, to inspect the Goods in store, but a reasonable charge may be made by us for this service.

Removal from Storage. Subject to payment for the balance of any fixed or minimum period of storage agreed, You may require the Goods to be removed from store at any time on giving Us not less than 5 working days' notice. If you give us less notice, we will still use our best endeavours to meet your requirement, but shall be entitled to make a reasonable additional charge for the short notice.

Compulsory Removal and Disposal. You agree to remove the Goods from storage within 28 days of a written notice of requirement from us to do so. In default, We may, after 14 days' notice to you, sell all or any of the Goods by public auction or, if that is not reasonably practicable, by private treaty and apply the net proceeds in satisfaction of any amount owing by you to us.

Charges and Payments

Variation of Work Required and Delay. If the work you ultimately require us to do varies from the work for which a quotation or estimate has been given, or if We are prevented from or delayed in undertaking the Services or any part thereof (except where that prevention or delay results from a factor within our control), we will also be entitled to make a reasonable additional charge. We will also be entitled to reimbursement from you of any amount which We have been required to pay to a third party (other than a Subcontractor) to obtain or effect delivery of the Goods.

Payment by Third Party. If you arrange with us or instruct us that our charges are to be paid by a third party, and if that party does not pay the charges within 14 days of the date set for payment or, if no date is set for payment, within 14 days of the date of invoice, You agree to thereupon pay the charges.

Default Charges. If amounts are outstanding from you to us for more than 30 days, we will be entitled to charge interest at the Commonwealth Bank maximum personal overdraft interest rate for amounts not exceeding \$100,000 from time to time, calculated on daily rests.

Contractual Liens. All Goods received by us will be subject to a general lien for any moneys due by you to us relating to any Services provided under this or any other agreement. If any amounts have been outstanding for a period of 26 weeks, we may give 28 days' written notice to you of intention to sell, and if the outstanding amount is not paid within that period, we may sell all or any of the Goods by public auction or, if that is not reasonably practicable, by private treaty and apply the net proceeds in satisfaction of the amount due.

Loss or Damage – Private Removals and Storage

Trade Practices Act. Except where the Services are required by you for the purposes of a business, trade, profession or occupation in which you are engaged, this agreement will be subject to the warranties implied by section 74 of the *Trade Practices Act 1974* being, in particular, a warranty by us that the Services will be rendered with due care and skill, and the following conditions of this clause 8 will apply.

Exclusions. We will not be liable for any loss, damage nor any delay which results from any cause beyond our control.

Damage to Goods – Packaging. If the Goods sustain damage by reason of defective or inadequate packing or unpacking, and the packing or unpacking (as the case may be) was not undertaken by us or a Subcontractor, We will not be liable.

Damage to Goods – Inherent Risk. Certain goods (including electrical and mechanical appliances, computer equipment, scientific instruments and certain musical instruments) are inherently susceptible to suffer damage or disorder upon removal. Unless that damage or disorder results from the want of due care and skill on our part, we will not be liable.

Notification of Loss or Damage. Any claim for loss or damage under this clause 8 is to be notified by you to us in writing, or by telephone and later confirmed in writing, within a reasonable time after the date of delivery. We will have the best chance of locating any misplaced items, or ascertaining the cause of damage, if that notification is given to us within 2 working days.

Maximum Value of Goods. In any claim for loss or damage under this clause 8, any estimate of the value of the Goods which you have provided to us, whether for the purposes of insurance or otherwise, will be prima facie evidence that the total value of the Goods did not exceed that estimate at the time of loss or damage.

Loss or Damage – Commercial Removals and Storage

Application. If the Services are required by you for the purposes of a business, trade, profession or occupation in which you are engaged, the following conditions of this clause 9 will apply.

Negligence. We will only be liable for loss or damage resulting from our negligence, and in any event that liability will be limited to \$100 per item or package, or \$1,000 in respect of all Goods moved or stored under this agreement (whichever is the lesser).

Claims. In circumstances where we are liable under subclause 9.2, notice of the claim must be given by you to us as soon as possible, and written notice must be given within 14 days of the date of delivery or, in the case of loss, the date upon which the Goods would ordinarily have been delivered, failing which we will have no further liability.

Insurance

Insurance. Australian Vanlines can assist you to obtain insurance to protect your goods whilst in transit or storage. Information is in the insurance documentation.

Other Insurance. You may, of course, arrange insurance with an insurer of your choice.

Assignment of Insurance. If we, in discharge of any liability, make payment of any amount to you in respect of loss of, damage to or delay in delivery of the Goods, you hereby assign to us all rights which you have under any policy of insurance to recover that amount and you hereby irrevocably appoint us as your attorney with full power in your name to claim and recover that amount and you will execute all documents and provide all information as may be necessary to enable Us to obtain the full benefit of this clause.

Disputes

Notification of Dispute. If you or we consider that a dispute has arisen in relation to this agreement (either during the Services, or after they have been completed), written notice of the dispute will be given to the other party. Even if that notice is given, you and we must continue to perform any obligations outstanding by us under the agreement.

Dispute Resolution. If you and we cannot resolve the dispute between us, you are entitled to refer the dispute to the Australian Furniture Removers Association (telephone 1800 671 806) which has procedures for dispute resolution, and we, but not you, will be bound by the outcome of that referral.

Variation and Notice

Variation. The terms of these conditions cannot be varied other than by your and our mutual consent. Our consent can only be given by a proprietor, director, secretary or manager, and must be evidenced in writing.

Notice. Any notice to be given by us to you may be given personally or by prepaid post addressed to your address last known to us, or by facsimile to a facsimile number at that address, or by electronic mail.

Applicable Law

The law which governs this agreement will be the law applicable in the place in which the agreement is made.



Australian Vanlines

REQUEST TO ARRANGE/DECLINE INSURANCE COVER

(This document **MUST BE** completed and returned to Australian Vanlines **PRIOR TO UPLIFT COMMENCING**)

I/We request Australian Vanlines to arrange insurance cover for the effects, materials and items referred to in quotation as follows: -

REMOVALS INSURANCE

(A) "All Risk" insurance cover to the value of:- \$ _____
As per attached Schedule.
This insurance is comprehensive and includes cover against transit insurance (B) and is subject to conditions as outlined in the PDS

(B) "Restricted Cover" insurance cover to the value of: \$ _____
This insurance is restricted and is subject to conditions as outlined in the PDS.

(C) "Storage" insurance cover to the value of:- \$ _____ (As per attached Schedule)

See Storage in Standard Association conditions of contract.

SCHEDULES

I/We acknowledge that: -

I/We have read the Standard Association Australian conditions of contract.

I/We acknowledge all claims are subject to **\$250.00 excess**. Motor vehicles carry a **\$350.00 excess**.

I/We have read the enclosed **Product Disclosure Statement (PDS) & Financial Services Guide (FSG)** & clearly understand the terms & conditions of insurance.

Australian Vanlines accepts no liability or responsibility for loss or damage except as outlined in the conditions of Contract contained in the Standard Conditions of Removal and Storage contact.

**NOTE: ANY REQUEST FOR ALL RISK OR STORAGE COVER IS
NOT VALID WITHOUT COMPLETION OF THE ATTACHED
VALUED SCHEDULE**

Signed by: _____

Name: _____

Dated: _____

INSURANCE DECLINED

I/We have read the **Australian Vanlines Terms and Conditions** in conjunction with the **PDS** and **FSG** documents provided and decline the offer of insurance and accept that items transported under this contract are at our risk.

Signed by: _____

Name: _____

Dated: _____



Australian Vanlines

SUMMARY OF INSURANCE COVER

(COPY OF THIS *MUST* BE GIVEN TO EVERY CUSTOMER THAT EFFECTS INSURANCE)

COVER

All risks of Physical Loss or Damage in transit anywhere in the world.

SUM INSURED

As declared to us on the acceptance form. The sum insured shall not exceed AUD \$100,000 unless confirmed in writing by us.

BASIS OF SETTLEMENT

Insurers will take into consideration the age, quality, degree of use and consequent market value of items when calculating the settlement. The policy is not "new for old".

UNDER INSURANCE

If you fail to declare the full market value of your property on the Contract Document, in the event of a claim you will only be entitled to recover from Insurers the proportion of the loss as the declared value bears to the total value of your property. If you under insure you may well suffer.

PAIRS & SETS CLAUSE

When any item is part of a part of a pair or set, Insurers will only pay for the actual parts, which are lost or damaged. No payment will be made for articles that are not damaged.

FURNITURE & ANTIQUE CLAUSE

In the event of damage to any article of furniture or article of an antique nature, the Insurers will only pay the reasonable cost of repairs No payment will be made for depreciation consequent thereon.

LIMITS FOR CLAIM NOTIFICATION

For removals and storage within Australia: All claims must be notified to Australian Vanlines whether unpacked or not, within 7 days of delivery of the property or in the case of non-delivery, 7 days from when the property would normally be delivered.

POLICY EXCESS

You are responsible to pay the first AUD \$250 of each claim in respect of all household goods and AUD \$350 of each claim in respect of Motor Vehicles.

EXCLUSIONS

No cover is provided on the following:

1. Jewellery, Watches, Precious Stones, Money, Coins, Deeds, Bonds Securities and Stamps of all kinds except whilst in store in locked safe(s), or Strong Room(s).
2. Livestock of any kind.
3. Loss and/or damage caused by wear and tear, gradual deterioration (including the deterioration of contents deep freeze units). Moth, insect and/or vermin, inherent vice and latent defect of the leakage of liquid from any receptacle or container.
4. Furs, Perfumery, Tobacco, Cigars, Cigarettes, Wines, Spirits and the like, explosives, except whilst carried or stored in the course of a household removal.
5. Mechanical or electrical damage or derangement of clocks, Barometers, Refrigerators, Freezers, Washing Machines and other domestic appliances, Radios, Televisions, Record Players or Tape Recorders, Hi-Fi equipment, Video equipment, Typewriters, Sewing Machines, Scientific or Musical Instruments, Computers, Accounting machines unless reasonably attributable to physical damage to such items from an external cause, or following Fire, Flood, Collision or Overturning of road vehicles or other conveyances.
6. Breakage, Denting, Chipping, Bruising, Chafing, Buckling, Scratching and the like in respect of Owner Packed Goods.
7. Loss of data records other than cost of blank data carrying material.
8. Any consequence of War, Invasion, Act of Foreign Enemy Hostilities (Whether war be declared or not), Civil War, Rebellion, Revolution, Insurrection or Military or Usurped Power.
9. Consequential Loss of any kind or description.
10. Confiscation or seizure of goods by Customs or Government Agencies.
11. Loss, destruction or damage directly occasioned by pressure waves caused by aircraft and other aerial devices traveling at sonic or supersonic speeds.
12. Loss or damage from:
 - (a) Ionizing radiations or contamination by radioactivity from nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
 - (b) The radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.



**Australian
Vanlines**



Australian Risk Applications

"Business solutions to risk"

Product Disclosure Statement (PDS)

International and Domestic Transit and Storage Insurance

This Product Disclosure Statement provides information about the main features of Marine Insurance, Domestic Transit Insurance and Storage Insurance

Why Purchase Insurance?

Even though every care will be taken by the mover, you will appreciate that the distance involved, coupled with the rigors of transit, means on occasion's loss and/or damage to your goods may occur. Regardless of any contractual rights you may have against your Removal Company, there are many circumstances where they will not be liable to make good any loss or damage to your goods. For example, where the goods are damaged as a result of an accident that is beyond the Company's control.

Insurance can assist to fill this gap

Who to contact about your policy

Your first point of contact about the policy should be Australian Vanlines. If they cannot answer your inquiry, you can contact Australian Risk Applications Pty Ltd ABN 72 078 765 321 by telephone, email, facsimile or letter.

Insurer

Liberty International Underwriters, Level 27, Gateway, 1 Macquarie Place, Sydney, NSW, 2000 provide the insurance cover.

In the event of a claim the first A\$250 excess is funded by you, the next A\$750 is funded by Australian Vanlines and the remainder will be settled by the insurer as per terms and conditions of the policy.

Policy Cover

Full cover insures you for most risks and is applicable to professionally packed goods and new motor vehicles. Policy exclusions do apply

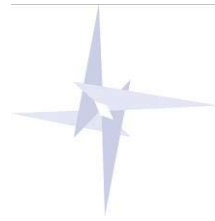
Restricted Cover applies to goods that are not professionally packed or second hand motor vehicles and only insures you for total loss of a consignment from accidental loss or damage which occurs as a result of:

- Fire, explosion, lightning, and flood
- Overturning and/or derailment of conveyance
- Collision of Vessel, aircraft or conveyance
- Crashing or forced landing of aircraft
- Stranding, sinking or contact of vessel with any external object other than water
- Entry of water into any vessel, hold, container lift van or place of storage

In the event of a claim the first \$250 is funded by you and maximum cover available is \$100,000.

Australian Vanlines Pty Ltd
161 Magowar Road, Girraween NSW 2145
Telephone +(61) 2 8821 1777
Facsimile +(61) 2 9896 4345
www.vanlines.com.au
ABN 47 002 481 352

Australian Risk Applications (Pty) Limited
Level 5, 9 – 13 Young St., Sydney 2000, Australia
Telephone: + (61) 2 9238 2700
Facsimile + (61) 2 9238 2701
www.austrisk.com
ABN 72 078 765 321 /
AFS Licence No. 228991



Basis of Settlement

New Replacement Cost Cover: If you insure the new replacement value in the country or place of destination of your goods you receive the new replacement cost provided the goods are less than 7 years old.

Market Value Cover: If you insure the market value (e.g. second hand value) you only receive the current market value of the goods or a proportion of the value in the event of partial damage or loss.

The basis of valuation is New Replacement Value or the Amount Declared on the valued inventory, whichever is the lesser.

If you decide to insure your shipping and carriage charges (moving costs), the advantage is that in the event of an unfortunate occurrence such as your goods being totally lost or destroyed following a fire or sinking, in addition to receiving compensation for the loss of your goods, you will be able to recover the costs incurred in moving.

Policy exclusions from cover

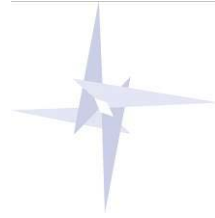
1. Willful misconduct by the insured
2. Wear and tear, ordinary leakage, ordinary loss in weight or volume
3. Loss as a result of delay and inherent vice or nature of the goods
4. Electrical or Mechanical Derangement
5. Consequential loss
6. Loss damage or expense caused by insufficient packing, unless packed by Australian Vanlines and/or their agents
7. Insolvency or financial default of the owners/charters of the vessel
8. Loss arising from the use of an atomic weapon of war

Limitations of the cover

Goods	Limitations/exclusions
Glass China and similar Fragile items	Limited to 25% of the total insured value, unless extended by and agreed by the insurer prior to attachment of cover
Antique Furniture/Artworks	Reasonable cost of repair. Excluding depreciation
Owner packed goods	Restricted cover only
Motor vehicles being driven under their own power	Not covered unless being loaded or unloaded by your Removal Company
Valuables worth more than \$1000	Not covered unless listed in your Insurance Declaration
Various other risks	Not covered as detailed in the policy wording



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The Cost of Insurance

The cost depends on the following;

1. The value of the goods.
2. The type of insurance selected by you (market or replacement value, International, domestic or storage)
3. The insurance cover selected (all risks or only specified risks)

The quotation for your insurance premium or rate may only be altered by the insurance company giving one month's written notice of cancellation.

How do I select the amount to be insured?

It is important that you insure your goods for their full value. This means that you should tell us about the:

- New Replacement value for Replacement Cost Cover (with no allowance for depreciation)
- Replacement Cost less an allowance for depreciation for Market Value Cover.

If the declared value of goods is less than their actual value at the time of the loss or damage, the amount of the claim will be reduced in the same proportion as the declared value bears to the actual value.

How do you pay for the insurance?

The premium will be shown on the quotation for your Contract for Removal and Storage which your Removal Company will provide to you before your goods are removed. When you accept the quotation, your removal company will invoice you.

You pay for transit insurance when you pay for your removal charges. Your Removal Company will invoice you for storage insurance at the same time as the storage charges.

Conditions

Conditions do apply to your policy. Full details are set out in the insurance company's policy wording, which is available on request.

Duty of Disclosure – When you apply for insurance we rely upon the information you provide to decide whether to insure you, and anyone else to be covered, and on what terms. If you do not answer all questions honestly we may reduce or refuse a claim, or cancel the policy.

What do I do if I need to make a claim?

Advise the removal company in writing within 7 days and request a claim form, which will advise you of what documentation and information is required by the insurance company. If the value of the claim is above a certain amount the insurance company will appoint a loss assessor to investigate and report the circumstances and the quantum of your claim.

Complaints and disputes about the policy

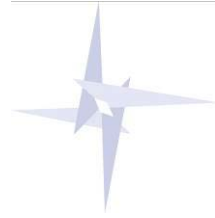
If you have a concern or dispute about the policy or a claim with the removal company please contact the complaints officer at Australian Risk Applications (the insurance broker). They will try to resolve your problem immediately via their internal disputes resolution process. If they are unable to do so, they will refer you to their external dispute resolution process, which is administered by the Insurance Brokers Disputes Limited.

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**Australian
Vanlines**



FINANCIAL SERVICES GUIDE (FSG)

<p>AUSTRALIAN VANLINES PTY LIMITED (ABN 47 002 481 352), 161 Magowar Rd, Girraween NSW 2145 Ph: +61 2 8821 1777 Fax: +61 2 9896 4345 & 63 Bayldon Road, Queanbeyan, NSW 2620. Ph: +61 2 6299 7333 Fax: +61 2 6299 7877 Australian Financial Services Authorised Representative No: <u>281313</u></p> <p>AUSTRALIAN VANLINES (VIC) PTY LTD (ABN 35 080 739 108), 69 Star Crescent, Hallam, Vic 3803. Ph: +61 3 9799 6555 Fax: +61 3 9799 6500 Australian Financial Services Authorised Representative No: <u>281314</u></p> <p>AUSTRALIAN VANLINES (NT) PTY LTD (ABN 14 109 361 104), 35 Wilkinson St, Alice Springs NT 0871 Ph: +61 8 8952 5791 Fax: +61 8 8953 1258 & 18 Toupein Road, Yarrwonga, NT 0821. Ph: +61 8 8931 3466 Fax: +61 8 8931 3588 Australian Financial Services Authorised Representative No: <u>281315</u></p> <p>AUSTRALIAN VANLINES (WA) PTY LIMITED (ABN 26 002 924 781), 14 Hurley Street, Canning Vale WA 6155. Ph: +61 8 9455 7122 Fax: +61 8 9455 5199 Australian Financial Services Authorised Representative No: <u>281316</u></p> <p>Phone No.: 1800 251 7874 Email: admin@vanlines.com.au Website : www.vanlines.com.au</p>	<p>AUTHORISED REPRESENTATIVE OF</p> <p>Australian Risk</p> <p>Applications PTY LTD Australian Risk Applications (Pty) Ltd Level 5, 9 -13 Young St. Sydney, 2000, Australia Tel: + (61) 2 9238 2700 Fax: + (61) 2 9238 2701 Mobile: + (61) 411 811 933 Email: williamst@austrisk.com www.austrisk.com</p>	 
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Who we act for

Australian Vanlines is appointed as an Authorised Representative of Australian Risk Applications (Pty) Ltd to provide the insurance service under their Australian Financial Services License number 228991.

There is no relationship between Australian Vanlines and Australian Risk Applications (Pty) Ltd other than one of customer and service supplier.

Authorised Services

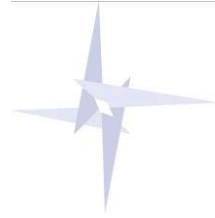
We hold a domestic and international transit and storage policy. When you instruct us to do so we can arrange for this policy to cover you.

Australian Vanlines Pty Ltd
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Facsimile + (61) 2 9238 2701
www.austrisk.com
ABN 72 078 765 321 /
AFS Licence No. 228991



**Australian
Vanlines**



If you ask us to arrange the above insurance policy, we will give you a Product Disclosure Statement (PDS). This will describe the main features of the policy. You should read the PDS to help you decide if the policy suits your needs, objectives and financial situation.

If you request us to arrange insurance you will need to complete a valued inventory of all your goods prior to us providing you with an insurance certificate.

If you need advice or your insurance needs are different from the cover available in our policy, we can refer you to Australian Risk Applications Pty Ltd who will be able to assist you.

How we are paid

To arrange for you to be insured under our policy, we receive the difference between the amount you pay us for your insurance and the cost of the premium we pay for the policy (which is based upon our annual turnover in respect of domestic insurance) and the amount we pay under \$1000 in respect of all claims. The amount you pay us is based on the value of the goods we are removing or storing on your behalf, as declared on the valued inventory.

Our staff arranging your insurance is paid a salary. They do not receive a bonus for arranging insurance for you.

In addition, Australian Risk Applications Pty Ltd receives a commission of between 0-20% for arranging our policy.

Complaints and Disputes

Australian Risk Applications (Pty) Ltd handle all complaints or disputes about our services.

Their complaints officer can be contacted at;

Level 5
9 – 13 Young Street
Sydney, 2000
NSW
(02) 9238 2700

If complaints officer does not resolve the complaint to your satisfaction, you can refer it to Insurance Brokers Disputes Limited, whom they are a member of. For further information about IBDL, contact them directly on 1800 064 189.

Date of Preparation

January 2006

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