

Refund Policy

Cancellation of your Policy

Our fees are earned in full at the time of placement of the relevant policy.

If a policy is cancelled before the expiry of the period of insurance, we reserve the right to refund the net return premium we receive from the Insurer or have a cancellation fee charged to offset the Insurer's deduction of commission. Please refer to our FSG or ask us for any additional information you require about our fees, remuneration or cancellation policy.

Important Notice about your Broker and our panel of preferred premium funders

Austbrokers role and remuneration

Ascend Insurance Advice Network (Ascend) and AUB Group Limited ('AUB') (ABN 60 000 000 715) have a preferred supplier arrangement with several premium funders. They do not act for the premium funder and do not advise on whether the premium funder's products or services are appropriate for you. You need to make your own decision based on the information provided.

If you use a premium funder, Ascend receives commission which is a percentage of the amount funded excluding GST. We may also receive fees, being an agreed dollar value, under a commercial services agreement that AMS (a wholly owned subsidiary of AUB Group Limited ABN 60 000 000 715 (AUB)) has with some premium funders.

Ascend is partly owned by AUB and benefits from any profit made by this entity due to this arrangement.

If your loan is cancelled, Ascend and AUB may be entitled to keep any payments received pursuant to the above arrangement with the premium funder. If you need more information or explanation of the above, please ask us.

Cancellation of your Policy(ies) on request of the premium funder.

Your Loan Agreement with the premium funder may allow Ascend, on receipt of a notice from the premium funder requesting cancellation of any policy specified in the Loan Agreement with the premium funder, to cancel the policy and provide the relevant refund to the premium funder. Ascend will notify you of any such cancellation.