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# Broker & Partnering Update

## End of Year Holiday Assistance

The Holiday season is fast approaching and the Broker Partnering team have already started to book in requests for assistance during this period.

If you would like to take a break and let the team look after your clients & business, please let us know your plans by 30th November 2019 so that we can make sure that the team is adequately resourced over this period.

Call us on 1300 905 577 – option 2 for a chat or email a request to [brokerpartnering@cbnet.com.au](mailto:brokerpartnering@cbnet.com.au)

## How the London Market Works

The London Market plays a significant role in the Australian Insurance Market. Given Lloyds of London is 15,000km away from Australia, it can be hard for us to stay across the changes that are being experienced by the brokers and syndicates. In order to demystify the intricacies of the Lloyds, we are excited to launch our very first CBN Podcast 'How the London Market Works' which is available to stream via Spotify.

### How can I access the recording?

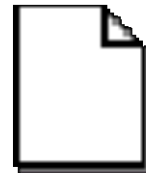
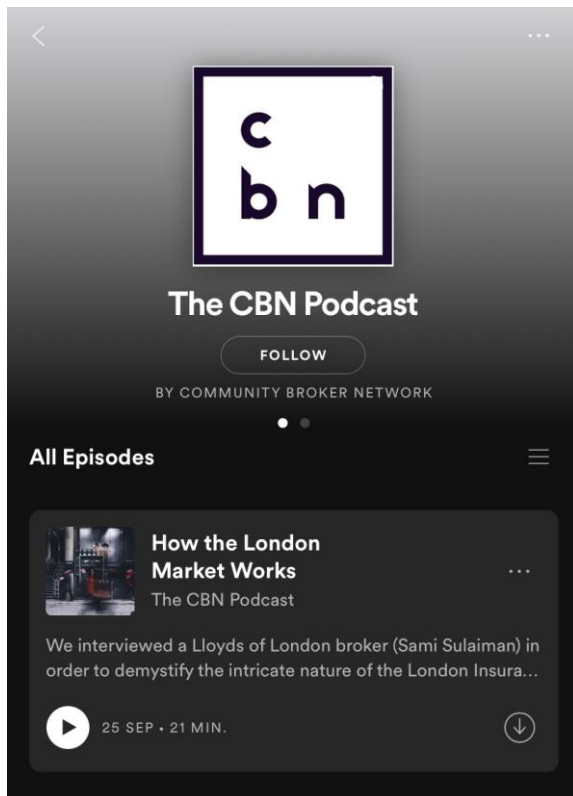
#### Build Steps in from Spotify:

- **Apple Store:** <https://apps.apple.com/au/app/spotify-music-and-podcasts/id324684580>
- **Google Play:** <https://play.google.com/store/apps/details?id=com.spotify.music>



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Once you're in, you can follow the instructional video below which will help you locate the podcast in Spotify.



## CBN Podcast Access

### Which London Broker can we deal with in the UK?

AT CBN, we have a fantastic panel of brokers that you can use which, but it is important not to use more than one as this could risk the outcome of your risk if underwriters see it from more than one broker.

## Home Warranty Team Update

### NSW Multi-unit Pricing Stage 2

Brokers dealing in the NSW home warranty space please be aware that Icare have released a second stage to their Multi Unit Premium increase. The second wave of increases is due to take effect from 1 January 2020.

It is important to note that the Multi Unit Premium increase is a 4-stage process and stage 3 will take effect 1 July 2020 followed by stage 4 1 January 2021.

It is important to note that any applications submitted on or after the 1st January 2020 will incur the increased premium, Icare do not offer any grace periods on premium increases. All applications must be processed onto their system prior to 3pm the 31st December 2019 anything processed after 3pm will be looked at by Corporate score card the following day.

Please take a moment to read and review the below communication issued by Icare and inform your clients accordingly.

### Home warranty housekeeping reminder to all brokers

- Emails must be sent through [homewarranty@cbnet.com.au](mailto:homewarranty@cbnet.com.au)
- All subject lines must have BUILDERS NAME / LICENCE NUMBER/ SUBJECT (i.e. New Eligibility Application, Job Application etc).
- From the date/time your email is received by the warranty hub, we have 48 hours to respond.
- From date your application is sent to the insurer, they have up to 10 business days for the day after we have sent it for the application/ email or documents to be reviewed.
- The Home Warranty Hub will email you to advise documents to have been uploaded and will be in touch with you within or at the 10-day mark.
- Currently all New Eligibilities, Builder Profile changes and Reviews 2019 full and final financials are required.



## NIB Travel Insurance

CBN are pleased to announce that we now have a new agency agreement with NIB Travel Insurance for leisure travel.

Quotes can be generated and bound through NIB's online quoting system. To request access please contact NIB on 1300 555 017 or email [travel-admin@nib.com.au](mailto:travel-admin@nib.com.au).

All new users will be required to complete online training before access is granted. Further information on this will be communicated by NIB upon receiving your sign on details.

To simplify the process you are not required to raise NIB travel policies on the broking system, however it is optional. Please find below the processing instructions for each system.

- [NIB Travel Process – Insight](#)
- [NIB Travel Process – FINNAS](#)
- [NIB Travel Process - WinBeat](#)

If you require any assistance please contact the Network Advisor Team on 1300 905 577 (option 1) or email [networkadvisor@cbnet.com.au](mailto:networkadvisor@cbnet.com.au)