



# Terms & Conditions

These are the standard Terms & Conditions of Engagement with Fresh Directions (2013) Ltd trading as The ACC Guys. **NB** – signing an ACC Authority indicates acknowledgement and acceptance of these terms and conditions.

## 1. Authority to Obtain Information from ACC

I give authority for The ACC Guys to link my details with ACC to their agency client list and for The ACC Guys to act as my agent for ACC related matters. All information will be kept strictly confidential.

I acknowledge this gives The ACC Guys authority to undertake the following:

- link my ACC number to their client list, and if I already have an ACC agent I understand that this will not be impacted in any way.
- to act on my behalf in relation to any refunds or levy reductions that are due to me.

## 2. Timing

The ACC Guys aim to communicate with me within seven working days of receiving authority, however I understand the seven-day timeframe is not a guarantee, rather best practice.

## 3. ACC Levy Review

The ACC Guys will conduct a review under my company ACC accounts going back to the first financial year invoices were issued by ACC. Confidentiality is paramount, therefore all information received by The ACC Guys will be stored securely and not released to any third parties.

## 4. Fees

The ACC Guys operate under either a success fee model or an Annual Management Plan, as follows:

### a. Success fee model for one-off levy review

I agree to pay The ACC Guys a success fee equivalent to **30%** of all refunds and/or levy reductions through its one-off levy review. If the refund / levy reductions are less than \$150, The ACC Guys will not charge, and the service is at no cost.

I acknowledge that the levy review does not include any consulting relating to; injury claims, or services covered in the Annual Management Plan subscription.

ACC processes mean refunds / levy reductions may take a period of time to be realised. The ACC Guys will inform me of time frames and will invoice me at the point of initiating the refund / levy reduction request not when ACC has completed its processes.

### b. Annual Management Plan

I agree to pay The ACC Guys annually as per the table below on receipt of an invoice.

Number of Companies	Cost per company
1	\$430 per annum (+gst)
2-4	\$375 per annum (+gst)
5+	\$325 per annum (+gst)

## 5. Consulting and Claims Advocacy Services

The ACC Guys operate under a 30% success fee model. All advocacy costs are met by the ACC Guys, and a success fee is only payable if there is a successful financial outcome.

## 6. Payment Terms

I agree that the payment terms are set at 14 working days unless an alternative arrangement has been made.

## 7. Receipt of ACC Refunds

With respect to any ACC refunds / levy reductions due to me, I understand that it is at ACC's discretion as to whether they offset outstanding levies or refund the money to me via direct credit. I also acknowledge the payment due to The ACC Guys is not impacted by this decision.

## 8. Disclaimer by The ACC Guys

The ACC Guys have relied upon the information submitted by the levy payer and provided to it by ACC. Therefore, The ACC Guys does not accept any responsibility or liability for the accuracy of this information.

## 9. Legislative Disclaimer

The ACC Guys cannot and does not take responsibility for ACC changing its policies or legislation which adversely affects my levies. Where possible The ACC Guys will inform me of pending changes.