

Financial Services Guide



**STRATA COMMUNITY
INSURANCE**



About This Guide

This Financial Services Guide (FSG) describes the insurance services offered by us as an authorised representative of Strata Community Insurance Agencies Pty Ltd (Strata Community Insurance), and is designed to assist you in deciding whether to use any of those services. It also describes how we and other relevant persons are remunerated, and how any complaints you have against us will be handled. Our contact details and those of Strata Community Insurance are set out at the end of this document.

This FSG was prepared on 13 July 2020 and its distribution by us has been authorised by Strata Community Insurance. Please keep this document for your future reference.



Other Documents You May Receive

If we recommend or arrange a particular insurance policy, you will also be provided with a Product Disclosure Statement (PDS). The PDS will contain information about the policy and is designed to assist you in making an informed decision about purchasing that policy.

In some cases, if we provide you with advice that has taken into account your objectives, financial situation and needs (personal advice), we may provide you with a Statement of Advice (SoA). The SoA will confirm the advice we have provided and the basis for it, explain how we are remunerated and any significant associations or interests we have, and assist you in making an informed decision about your insurance needs.



About Us and Strata Community Insurance

Strata Community Insurance is a specialist strata and community title insurance underwriting agency. Their approach to your insurance needs is innovative and focused on the strata and community title sector. This ensures that the various strata title, community title and other insurance products they market provide a comprehensive range of financial protections over your insurable assets and liabilities.

Strata Community Insurance holds an Australian Financial Services Licence (AFSL No. 457787) to advise on and deal in general insurance products. They act on behalf of the insurer, Allianz Australia Insurance Limited (AFSL No. 234708) and its related entities, when we provide financial services on their behalf. Strata Community Insurance acts under binding authority issued by the insurers, allowing them to market, enter into and administer insurance policies and to manage and settle claims.

Strata Community Insurance is a wholly owned subsidiary of Australian Strata Community Group Pty Ltd, which also owns a number of other entities including Strata United Insurance Brokers Pty Ltd.

We have been appointed as an authorised representative of Strata Community Insurance to advise on and deal in general insurance products on their behalf, limited to strata and community title insurance and related products. We can provide you with advice and assist you to obtain, vary or renew the insurance you require to protect your assets and liabilities and to comply with your local strata and community title laws. In doing so, we act on behalf of Strata Community Insurance. Other activities associated with our insurance services – such as paying premiums, receiving documents and notices and notifying claims – are done on your behalf.



How We and Strata Community Insurance Are Paid

Strata Community Insurance is remunerated by commission of up to 25% from the insurer when you enter into an insurance policy, including insurance renewals and some variations. Commissions are calculated as a percentage of the insurer's base premium (excluding government taxes, duties and levies). They are included in the cost of the product and are not calculated in addition to the cost of the product. Out of this remuneration, Strata Community Insurance pays us a commission of up to 20% of the base premium, in cases where the insurance has been arranged by us.

Strata Community Insurance may also be paid by the insurer for risk management, claims handling and administration services, and may be eligible for profit share payments where certain performance criteria such as profitability are met for designated periods of time. They retain any interest earned on premium paid into their trust bank account.

Strata Community Insurance may also charge you an administration fee, which will be displayed on your insurance invoice and may vary depending on the product.

In cases where we provide you with personal advice we will tell you, at that time or soon after, the amount of commission we receive or the manner of calculation. This information will be included in any personal advice documentation we provide you.

If we have provided you with general advice you may request more detailed particulars of the commission we receive, or the amount may be included on your insurance documentation.



What To Do If You Have a Complaint

We and Strata Community Insurance will always do everything possible to provide you with outstanding service, but recognise that sometimes you may be dissatisfied with that service or a decision that has been made in relation to your insurance. If you have a complaint, contact Strata Community Insurance. They have complaints handling and dispute resolution procedures in place and will handle any matters you raise in relation to insurance services you are provided. If you are unhappy with your outcome, you can refer your matter to the Australian Financial Complaints Authority (AFCA). Further information is available from Strata Community Insurance, or directly from AFCA:

Online: www.afca.org.au
Email: info@afca.org.au
Phone: 1800 931 678 (free call)
Mail: Australian Financial Complaints Authority,
GPO Box 3, Melbourne VIC 3001



Professional Indemnity Insurance Arrangements

Strata Community Insurance has a professional indemnity insurance policy in place which satisfies the requirements for compensation arrangements under Section 912B of the *Corporations Act 2001* (Cth). The policy covers Strata Community Insurance, including its current and former employees and authorised representatives, for claims resulting from their conduct in providing financial services.



The Strength of **Experience.**

Authorising Licensee

Strata Community Insurance Agencies Pty Ltd
AFS Licence Number: 457787

Level 10, 124 Walker Street, North Sydney NSW 2060
PO Box 631, North Sydney NSW 2059

Ph: 1300 SCINSURE (1300 724 678) or 02 8923 1000
Email: compliance@scinsure.com.au

Authorised Representative

Name:

Authorised Representative No.:

Office Address:

Mailing Address:

Ph:

Fax:

Email:



**RESIDENTIAL
STRATA**



**COMMERCIAL
STRATA**



**COMMUNITY
ASSOCIATION**