

# financial services guide



# Financial services guide

This Financial Services Guide (FSG) describes the insurance services offered by your Strata Manager, Property Manager, Owners Corporation Manager or Body Corporate Manager, (which for the purposes of this FSG will be called **Your Manager**) and CHU Underwriting Agencies Pty Ltd (CHU). It also covers the charges for those services, your rights as a client and how any complaints you may have will be dealt with. We provide it to you when you engage our services.

This document operates as an FSG from 1 June 2009.

## About us

CHU is a specialist strata and community title insurance underwriting intermediary.

Your Manager can assist you to obtain insurance to protect your assets and liabilities and to comply with the Strata and Community Title laws in your State. Your Manager is an Authorised Representative of CHU and can arrange strata insurance and other insurance products and provide general advice to you.

CHU has a range of strata, community title and other insurance products which it issues as agent for the Insurers, QBE Insurance (Australia) Limited (AFS Licence No: 239545) and QBE Workers Compensation (NSW) Limited. The contact details for Your Manager and CHU are over the page.

## Our services

Your Manager can give you information, general advice and help by arranging or renewing your Strata, Community Title or other insurance policies. They do not provide personal advice about the insurance. If you need personal advice, you should contact CHU.



The Strata and Community Title insurance products offered by CHU are designed to meet the insurance requirements under the Strata and Community Title laws in your State.

To assist you in making an informed decision, Your Manager or CHU will provide a Product Disclosure Statement (PDS) for the product you are considering. A copy of the PDS can be downloaded from **[www.chu.com.au](http://www.chu.com.au)** You should carefully read the PDS to decide if the product features suit your needs, objectives and financial situation before making a decision about the insurance.

## Who we act for


When Your Manager arranges, renews or varies your insurance, they act on behalf of CHU. Other activities relating to insurance services (such as paying premiums, receiving documents and notices and notifying claims) are done on your behalf. CHU has binding authority from the Insurers to issue the insurance policies and handle claims. In doing so, CHU acts on behalf of the Insurers and not on your behalf.

## Fees and charges

The business that employs Your Manager receives a commission of up to 20% of the premium (excluding taxes and charges). Your Manager is paid a salary and does not receive a bonus for arranging insurance.

CHU charges an administration fee in addition to the remuneration received from the insurer. This fee will appear separately on your quote slip, cover note and tax invoice and will vary depending on the product.

The Insurers pay CHU for administration services (including claims handling). All commission and fees include GST and are included in the cost of the product.



## Professional Indemnity Policy

CHU has a professional indemnity (PI) policy in place which satisfies the requirements for compensation arrangements under Section 912B of the Corporations Act 2001.

The PI policy covers CHU and its employees (and former employees who no longer work for CHU) for claims made against them by clients as a result of their conduct in the provision of financial services. The PI policy also extends to CHU's legal liability arising out of acts, errors or omissions of its current and former Authorised Representatives whilst acting in their capacity as Authorised Representatives of CHU.

## Complaints and disputes about our services

If you are not satisfied with the services provided by Your Manager or by CHU, you may contact the CHU State Manager. CHU will handle any complaints or disputes about the services.

If CHU does not resolve the complaint to your satisfaction, you can refer it to the Financial Ombudsman Service (FOS). Further information about FOS is available from CHU or from:

### **Financial Ombudsman Service**

**GPO Box 3, Melbourne**

**Victoria 3001**

**Phone: 1300 78 08 08**

**Fax: (03) 9613 6399**

**Email: [info@fos.org.au](mailto:info@fos.org.au)**

**Web: [www.fos.org.au](http://www.fos.org.au)**

**New South Wales**

Level 5

1 Northcliff Street

Milsons Point 2061

phone: 1300 361 263

fax: 1300 361 269

**Queensland**

6th Floor

445 Upper Edward Street

Spring Hill 4000

phone: 07 3832 4880

fax: 07 3832 0367

**Victoria**

Level 30

459 Collins Street

Melbourne 3000

phone: 03 8695 4000

fax: 03 9620 0606

**Western Australia**

1050 Hay Street

West Perth 6005

phone: 08 9322 1722

fax: 08 9481 6017

**South Australia**

12 Tucker Street

Adelaide 5000

phone: 08 8232 2922

fax: 08 8232 2924

email: [info@chu.com.au](mailto:info@chu.com.au)web: [www.chu.com.au](http://www.chu.com.au)

The Specialists in Strata and  
Community Title Insurance

# Contact details

## Your Manager

Name:

ABN:

Authorised  
Representative No:

Address:

Phone:

Fax:

Email:

## CHU Underwriting Agencies Pty Ltd

ABN 18 001 580 070

AFS Licence No: 243261

1 Northcliff Street, Milsons Point 2061

PO Box 507, Milsons Point 1565

phone: 1300 361 263

fax: 1300 361 269

email: [info@chu.com.au](mailto:info@chu.com.au)

web: [www.chu.com.au](http://www.chu.com.au)