



## Financial Services Guide

This Financial Services Guide ('FSG') sets out the financial services that Strata Insurance Services Pty Limited AFSL 457333 ('we', 'us' or 'our') can offer you. It is designed to assist you in deciding whether to use any of those services and contains important information about:

- How we and others are paid;
- Our professional indemnity insurance; and
- How you can make a complaint.

### Our Services

We hold an Australian financial services licence ("AFSL") which allows us to provide general insurance broking services to you. Our services include:

- Reviewing and advising on your general insurance needs;
- Arranging and renewing general insurance on your behalf; and
- Assisting you with general insurance claims.

We advise on and can arrange the following insurance policies:

- Residential Strata Building Insurance
- Commercial Strata Building Insurance
- Public Liability Insurance
- Community & Neighbourhood Associations

We act for you as your insurance broker unless we advise you otherwise.

When we do this, we will be representing the insurer, and not you. We will then tell you at the time when we are acting for the insurer and not for you.

### Product Disclosure Statement

If we offer to arrange the issue of an insurance policy to you, we will also provide you with a **Product Disclosure Statement (PDS)**, unless you already have an up to date PDS. The PDS is issued by the insurer and will contain information about the particular policy which will enable you to make an informed decision about purchasing that policy.

When you ask us to recommend an insurance policy for you, we will usually only consider the policies offered by the insurers or insurance providers that we deal with regularly. In giving you advice about the costs and terms of recommended policies we do not compare those policies to every other policy available, other than from those insurers we deal with regularly.

**How can you instruct us?**

You can contact us by post, phone, fax or email using the following contact details:

**Strata Insurance Services Pty Limited**  
**282 Railway Parade, CARLTON NSW 2218**  
**PO Box 265, HURSTVILLE BC NSW 1481**  
**ABN: 14 167 214 182**  
**Phone: (02) 8566 8100**  
**Email: [info@stratais.com.au](mailto:info@stratais.com.au)**

**AFS Licence No: 457333**

**Web: [www.stratais.com.au](http://www.stratais.com.au)**

**How are we paid?**

We charge you a broker service fee for arranging the insurance. The amount of the fee varies according to the level of services rendered. We will disclose these fees to you no later than when we advise you on your insurance needs. These fees will always appear on your invoice and are payable in addition to the insurance premium.

We may also receive non-monetary benefits such as sponsorships of conferences and functions, and meals and entertainment. We closely monitor these activities to ensure they do not create a conflict with your interests.

**Paying our invoices**

You can choose to pay for our services by any of the payment methods set out in the invoice. You are required to pay us within the time set out on the invoice.

When you pay us your premium it will be banked into our trust account. We will remit the premium to the insurer in accordance with our arrangements with the insurer. We will earn interest on the premium while it is in our trust account.

**Who do we pay?**

Our employees who assist you with your insurance needs are paid an annual salary. They may also receive bonuses based on their performance at our directors' discretion.

If one of our distributors has assisted you to arrange insurance, the distributor is our representative and acts on your behalf when providing this service. We pay them up to 60% of the broker service fees we charge for the services they provide to you.

**Cancellations or refunds**

If your policy is cancelled, or altered, and there is a refund of premium due from the insurer, we will refund to you the return premium received from the insurer.

We will not charge any fee or penalty relating to cancellation unless we have agreed with you in writing to do so.

We have the discretion to retain all or part of any broker service fee in the event of any cancellation or alteration of your policy.

### **How are any commissions, fees or other benefits calculated for providing the financial services?**

If we received a commission it will be calculated based on the following formula:

$$X = Y\% \times P$$

In this formula:

X = our commission

Y% = the percentage commission paid to us by the insurer. Our commission varies between 0% and 20%

P = the amount you pay for any insurance policy (less any government fees or charges included in that amount).

Any broker fees that we charge you will be from \$X to \$X, but only when commissions are not payable or where the premium has been quoted as net and therefore a Broker Fee has been added.

Our employees, that will assist you with your insurance needs, will be paid a market salary, which may include bonuses based on performance. We and our staff may also receive non-monetary benefits such as sponsorships of conferences and functions, and meals and entertainment. We closely monitor these activities to ensure they do not create a conflict with your interests.

### **Premium Funding**

If we arrange premiums funding for you, we may be paid a commission by the premium funder. We may also charge you a fee (or both).

The commission that we are paid by the premium funder is usually calculated as a percentage of your insurance premium (including government fees or charges). If you instruct us to arrange or issue a product, this is when we become entitled to the commission. You may of course arrange premium funding on your own behalf.

Our commission rates for premium funding are in the range of 0% and 2% of the funded premium. When we arrange premium funding for you, you can ask us what commission rates we are paid for that funding arrangement compared to the other arrangements that may be available to you. The amount of our commission and any fee that we charge will be set out in the premium funding contract.

### **Arrangements to compensate clients for losses**

We hold professional indemnity insurance which covers us for any errors or mistakes relating to our professional broking services. This insurance complies with the requirements of the Corporations Act 2001 and covers the services provided by our employees and distributors after they cease working with us, provided we notify the insurer of the claim when it arises and this is done within the relevant policy period.

### **What to do if you have a complaint**

If you have a complaint about our services, you can follow our complaints process below:

1. Contact us and tell us about your complaint. We will advise you of how we propose to resolve your complaint within 21 business days unless further information, assessment or investigation is required or unless you agree to an alternative timeframe and will always keep you regularly informed of the progress.
2. If your complaint is not satisfactorily resolved within 21 business days, please contact our Complaints Manager, **Danielle Dickson on (02) 8566 8101** or put your complaint in writing and send it to the address contained in the 'How can you instruct us' section of this FSG. The Complaints Manager will attempt to resolve the matter satisfactorily within 21 business days.

## IV

We will always try and resolve your complaint quickly and fairly and will keep you regularly informed on the progress.

3. We are a member of the Australian Financial Complaints Authority (AFCA). If your complaint cannot be resolved to your satisfaction by us, you have the right to refer the matter to AFCA. You can contact AFCA on 1800 931 678 or [info@afca.org.au](mailto:info@afca.org.au)

### **Any questions?**

If you have any further questions about the financial services we provide, please contact us.

Please retain this document for your reference and any future dealings with us.

This FSG was prepared on 31<sup>st</sup> March 2020