

**EMPOWER
YOUR
VISION.**

Financial Services Guide

Lot Owners CHU Underwriting Agencies Pty Ltd online Landlord and Contents Insurance for strata clients

The financial services referred to in this Financial Services Guide (FSG) are offered by:

Whitbread Associates Pty Limited
ABN 69 005 490 228,
AFS Licence No 229092
trading as Whitbread Insurance
Brokers (Whitbread)
Phone: 1300 424 627

Whitbread is a member of and subscribes to the Insurance Brokers Code of Practice. Please visit our website to view a copy.



Financial Services Guide

This FSG sets out the services that we are authorised to offer you. It is designed to assist you in deciding whether to use any of those services and contains important information about:

- > the services we are authorised to offer you
- > how we and others are paid
- > any potential conflict of interest we may have
- > our internal and external dispute resolution procedures and how you can access them
- > arrangements we have in place to compensate clients for losses
- > our Privacy Policy

Product Disclosure Statement

CHU Underwriting Agencies Pty Ltd (CHU) will provide you with a quote or arrange the issue of an insurance policy to you. They will also provide you with, or pass on to you, a Product Disclosure Statement (PDS).

The PDS will contain information about the particular policy which will enable you to make an informed decision about purchasing that policy.

From when does this FSG apply?

This FSG applies and remains valid unless a further FSG is issued to replace it. We may give you a supplementary FSG. It will not replace this FSG but will cover services not covered by this FSG.

Cooling off Period

A cooling off period may apply to an insurance policy issued to you as a retail client. During the period you may return the policy. Details of your cooling off rights will be included in the relevant PDS.

Who is responsible for the financial services provided?

We are responsible for the financial services that will be provided to you including the distribution of this FSG. We hold a current Australian Financial Services Licence, Number 229092. The contact details for Whitbread are at the front and back of this FSG.

What kind of financial services are you authorised to provide to me and what kind of financial product/s do those services relate to?

We are authorised to advise on, and deal in, general insurance products for wholesale and retail clients. We will do this for you as your broker unless we tell you otherwise.

What information do you maintain in my file and can I examine my file?

We maintain a record of your personal profile, including details of insurance policies that we arrange for you. We will retain evidence on your insurance file of any disclosure documentation provided to you. We will also retain this FSG and any other FSG. We are committed to adhering to our Privacy Policy developed to protect the privacy and security of your personal information. A copy of our Privacy Policy is available on request. A copy is also available on the website, www.whitbread.com.au. Please contact us for a copy of our Privacy Policy. If you wish to look at your file please ask us. We will make arrangements for you to do so.



 Whitbread

www.whitbread.com.au

How will I pay for the services provided?

For each insurance product CHU will charge a premium that includes any relevant taxes, charges and levies. We receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to us by CHU. We will also charge you a fee. These will all be shown on the invoice provided by CHU. If there is a refund of premium owed to you as a result of a cancellation of, or alteration to, a policy, we will retain any fee we have charged you. We may also retain commission.

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

The commission we receive from CHU will vary between 0% and 25%. We will also charge you a broker fee. We may pay commissions, fees or benefits to others who refer you to us or refer you to CHU. If we do, we will pay commissions to those people out of our commission or fees (not in addition to those amounts).

Our employees that will assist you with your insurance needs will be paid a market salary and may also receive bonuses based on performance criteria established by us (including volume of sales).

If we give you personal advice, we will inform you of any fees, commission or other payments we, our associates or anyone referring you to us or you to CHU, will receive in relation to the policies that are the subject of the advice. If we provide you with general advice only, you may request further details regarding our remuneration before we provide further services to you.

Does Whitbread have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?

CHU Underwriting Agencies Pty Ltd (CHU) is a wholly owned entity of Steadfast Group Limited (Steadfast), (ABN 98 073 659 677).

Whitbread is a wholly owned entity of Steadfast and a Steadfast Group Limited Network Broker. Steadfast has exclusive

arrangements with some insurers and premium funders (Partners) under which Steadfast will receive between 0.5 – 1.5% commission for each product arranged by us with those Partners. Steadfast is also a shareholder of some Partners.

We may receive a proportion of that commission from Steadfast at the end of each financial year (or other agreed period).

As a Steadfast Network Broker we have access to member services including model operating and compliance tools, procedures, manuals and training, legal, technical, banking and recruitment advice and assistance, group insurance arrangements, product comparison and placement support, claims support and group purchasing arrangements. These member services are either funded by Steadfast, subsidised by Steadfast or available exclusively to Steadfast Network Brokers for a fee.

You can obtain a copy of Steadfast's FSG at www.steadfast.com.au

What should I do if I have a complaint?

- 1 Contact Whitbread and tell us about your complaint. We shall do our best to resolve it quickly.
- 2 If your complaint is not satisfactorily resolved within 10 working days we shall refer the matter to our Complaints Officer. Alternatively you can put your complaint in writing and send it to the Complaints Officer at the Whitbread Head Office address noted in this FSG. The Complaints Officer will seek to resolve the complaint quickly and fairly.
- 3 Whitbread is a member of the Australian Financial Complaints Authority (AFCA). If your complaint cannot be resolved to your satisfaction by Whitbread you have the right to refer the matter to AFCA.

Contact details for AFCA are listed below:
Australian Financial Complaints Authority Limited
GPO Box 3, Melbourne VIC 3001

Phone: 1800 931 678
Fax: (03) 9613 6399
Email: info@afca.org.au

What arrangements does Whitbread have in place to compensate clients for losses?

Whitbread has a professional indemnity insurance policy (PI policy) in place that complies with the requirements of Section 912B of the Corporations Act 2001.

The PI policy covers Whitbread, its employees and representatives (including Authorised Representatives) for claims made against them by clients as a result of the conduct by Whitbread, its employees and representatives in the provision of financial services.

The insurance (subject to its terms and conditions) will continue to cover claims in relation to employees and representatives who no longer work for Whitbread but who did at the time of the relevant conduct.

Any questions?

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

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

Whitbread/CHU Compliance FSG 2019 V1.1

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www.whitbread.com.au