



**financial services**  
guide

## about this guide

The financial services referred to in this Financial Services Guide (FSG) are offered by Strata Unit Underwriting Agency Pty Ltd T/As Strata Unit Underwriters and/or your Strata Manager when acting in the capacity as our Distributor.

It is intended to assist you in deciding whether to use any of our services. It includes important information about:

- › Who we are
- › The Products and Services we offer you
- › How we and our Distributors are remunerated
- › Potential conflicts we may have
- › Our dispute resolution procedures.

## preparation date

This FSG has been prepared on the 6th May 2009 and remains current unless a further FSG is issued to replace it. Please retain this document for your reference. In accordance with the Corporations Act the distribution of this FSG has been authorised by the licensee, Strata Unit Underwriters.

## about us

Strata Unit Underwriters are an Underwriting Agency specialising in Strata Insurance and other related products. Strata Unit Underwriters hold Australian Financial Services Licence No: 246719. This Licence authorises Strata Unit Underwriters to provide you with financial product advice and deal in General Insurance.

## your strata manager

Your Strata Manager, when acting in the capacity as our Distributor, has been appointed as a Distributor for Strata Unit Underwriters and is acting under an authority to arrange Strata Insurance on your behalf.

## products & services

Strata Unit Underwriters and/or your Strata Manager, when acting in the capacity as our Distributor, may offer to arrange Strata Insurance or a related policy for you.

Prior to arranging a policy for you we will provide you with a Product Disclosure Statement (PDS) containing information about the policy. This will enable you to make an informed decision about the acquisition of that policy. You should carefully read the PDS prior to acquiring the policy.

Strata Unit Underwriters may provide you with General Advice. This advice will usually be prepared without taking into account your objectives, financial situation or needs. You must therefore assess whether it is appropriate, in light of your own individual objectives, financial situation or needs, to act upon this advice. Strata Unit Underwriters may provide you with Personal Advice. This advice will take into account your objectives, financial situation and needs.

Your Strata Manager, when acting in the capacity as our Distributor, is authorised to provide you with factual information only.

The strata insurance policies arranged by Strata Unit Underwriters are designed to meet the insurance requirements under the Strata Title or similar type laws in your State/Territory.

## who we act for

Strata Unit Underwriters acts under a binder agreement on behalf of the insurer, CGU Insurance Limited (AFS Licence No: 238291, ABN 27 004 478 371), when providing financial services to you. This means we act for the insurer, not you.

Your Strata Manager, when acting in the capacity as our Distributor, represents and acts on behalf of Strata Unit Underwriters when applying for, acquiring, varying or disposing of an insurance policy for you.

## remuneration & commissions

Strata Unit Underwriters are paid remuneration by the insurer. The remuneration is based on a percentage of the premium less stamp duty, fire services levy, GST and any other government charges, taxes, fees or levies that may be applicable. The rate of remuneration depends on the policy and may range from zero to 30%.

The remuneration is included in the cost of the policy and covers various expenses incurred in arranging your insurance.

Your Strata Manager when acting in the capacity as our Distributor is remunerated by Strata Unit Underwriters for arranging an Insurance Policy at your request. The remuneration is based on a percentage of the premium less stamp duty, fire services levy, GST and any other government charges, taxes, fees or levies that may be applicable. The rate of remuneration depends on the policy and may range from zero to 20%. Your Strata Manager's remuneration is paid out of the remuneration received by Strata Unit Underwriters from the insurer.

Strata Unit Underwriters may charge an administration fee in addition to the remuneration received from the insurer. This fee, when applicable, is calculated as a fixed amount and varies according to the particular policy, and will appear separately on your tax invoice.

We receive standard bank interest on our trust account funds from monies collected from you and remitted to insurers. Any interest shall be entirely to the benefit of Strata Unit Underwriters.

## association & relationships

Strata Unit Underwriters is a wholly owned subsidiary of CGU Insurance Limited.

There are no other associations or relationships other than those mentioned in this FSG that would influence your Strata Manager, when acting in the capacity as our Distributor, or Strata Unit Underwriters in providing services to you.

## dispute resolution

There is a formal dispute resolution system available to you for any concerns or complaints you may have regarding the financial services provided by your Strata Manager, when acting in the capacity as our Distributor, or Strata Unit Underwriters.

Complaints should be notified to Strata Unit Underwriters. In the first instance complaints will be handled in accordance with the internal dispute resolution system. You will need to provide comprehensive details so that the complaint can be investigated. Your complaint will be handled in the strictest confidence and an attempt will be made to resolve your complaint quickly and fairly. You can contact our Internal Disputes Resolution Officer on 1300 668 066.

Strata Unit Underwriters are members of the Financial Ombudsman Service Limited (FOS), a free consumer service for resolution of disputes in relation to services provided by Underwriting Agents and Insurance Brokers. If Strata Unit Underwriters are unable to satisfactorily resolve your complaint you may refer it to the FOS.

You can contact them on **1300 780 808**.



**more** than insurance

## **contact details**

You may contact us to give us instructions by mail, fax, telephone or e-mail.

**Strata Unit Underwriting Agency Pty Ltd**  
**T/As Strata Unit Underwriters**

5/263 Alfred Street North Sydney NSW 2060

[info@stratainsurance.com.au](mailto:info@stratainsurance.com.au) [www.stratainsurance.com.au](http://www.stratainsurance.com.au)

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If you need more information or have any questions please contact us.