



By the sector for the sector

Community Underwriting

FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use our services and contains important information about:

- How to contact us;
- The services we offer;
- Who we act for;
- How we are remunerated;
- Our internal and external dispute resolution procedures.

How to Contact Us

Office Phone: +61 2 8045 2580

Office Fax : +61 2 9555 1886

Email: enquiries@communityunderwriting.com.au

This FSG is also available on our website at
www.communityunderwriting.com.au

The Service We Offer You

We can provide general financial product advice about, and arrange Property, Public and Products Liability, Association Liability, Commercial Motor and Voluntary Workers Personal Accident insurance. In giving advice we do not take into account your objectives, financial situation or needs. Therefore you need to consider the appropriateness of the advice in light of your objectives, financial situation and needs before acting on it. If you are a retail client and we recommend that you acquire or we offer to issue or arrange to issue you a financial product, we will give you information about the particular financial product by providing you with a Product Disclosure Statement (PDS). The PDS will help you make an informed decision about the financial product.

Who We Act For

We act under binding authorities as Agent for Berkley Insurance Australia (BIA) and Mitsui Sumitomo Insurance Company., Ltd (MSI) to issue, vary and cancel policies on each insurers behalf.

Community Underwriting acts as an agent for each Insurer and not for the Insured.

Berkley Insurance Australia is part of the Berkley Group of Companies. You can learn more about Berkely at www.berkleyinaus.com.au.

Mitsui Sumitomo is part of the Tokyo listed MS&AD Insurance Group with a network of offices across 42 countries and regions. You can learn more about MSI at www.msi-oceania.com



General Insurance Code of Practice

We support the General Insurance Code of Practice. The Code is designed to raise the standard of practice and service in the General Insurance Industry.

A copy of this Code is available from the Code's dedicated website.

Insuring Not for Profits - It's All We Do

What You Must Do For Us

To enable us to provide the right advice you must provide us with complete information about the risk(s) you face and those you want to be insured for. This should include information about your situation, needs and objectives. You must also tell us about relevant changes as they occur so we can review your insurance needs accordingly.

If we do not have your complete information, we will be unable to properly review your circumstances, limiting our ability to give you the right advice. In such cases you should assess the appropriateness of our advice to your needs before acting on it. Of course we also ask you to pay our invoices on time and complete the proposal form honestly and accurately. You must return them to us by the required date.

Professional Indemnity Insurance

Community Underwriting has professional indemnity insurance in place which covers us and our employees for any errors or mistakes relating to our insurance services. This insurance meets the requirements of the Corporations Act and meets claims relating to an employee even after they cease to be an employee of Community Underwriting, provided that the Insurer is notified of the claim when it arises and this is done within the relevant policy period.

How We Are Paid For Our Services

We receive income from the following sources:

Commission

When we place insurance for you, we usually receive payment from insurers. These payments are called commission and are calculated as a percentage of the base premium. The percentage is between 10% and 30%. Where an insurance broker or affiliated association has referred you to us, we will pay them between 0% and 20% of the base premium.

Policy Fees

We have a set of standard policy administration fees we charge clients for the cost of services not covered by the commissions received from insurers. Our policy fees are noted on your insurance invoice. We can tell you the exact fee at the time you contact us.

Such fees include:

- Preparation and distribution of documentation.
- Amendments to the policy during the policy year.

Profit Share

We may receive additional remuneration from insurers with whom we have profit share arrangements. This remuneration is payable if we meet certain agreed sales and/or profitability targets set by the insurer.

Premium Funding

Premium funding products enable you to pay your premiums by

instalments. We can arrange premium funding if you require it. Premium Funders do charge interest.

We may receive a commission based on a percentage of the premium from the Premium Funder for doing so. We will tell you the basis and amount of any such payment if you ask us.

Additional Remuneration Information:

Cancellation

If there is a premium refund due for cancellation or adjustment, we will refund you our commission on the refunded premium but we will not refund any component of the policy administration fee.

Interest

Any premiums received from you are held in a trust account prior to forwarding to insurers. We will retain any interest earned on the money held in the trust account.

Information Privacy

We are committed to protecting your privacy. We only use the personal information you provide to us to quote on and insure your risks. We only provide personal information to our underwriters and reinsurers (and their representatives) and those we appoint to assist us with claims under your policy.

We will not trade, rent or sell your information. You can check the personal information we hold about you at any time.



If you provide us with personal information about anyone else, we rely on you to have told them that you will provide their information to us, to whom we may provide it, the purposes for which we will use it and that they can access it. If the information is sensitive, we rely on you to have obtained their consent on these matters.

Our Privacy Policy Statement is available on our website.

Complaints

Clients who are not fully satisfied with our services should contact our Complaints Officer on 02 8054 2580. If your complaint cannot be resolved to your satisfaction by us you have the right to refer the matter to the free consumer service offered by the Australian Financial Complaints Authority (AFCA), of which we are a member. Further information is available from our office, our website or contact the AFCA directly on 1800 931 678 email info@afca.org.au or visit www.afca.org.au.

Retail Clients Only

Retail clients are individuals or those who purchase an insurance product for use in connection with a small business. However they are only designated as retail clients when they purchase a general insurance contract which has been designated as a retail product which includes motor vehicle, home building, home contents, sickness and accident, consumer credit, travel, personal and domestic property, pleasurecraft and any other kind of insurance prescribed in the Corporations Regulations 2001.

Electronic Delivery of Disclosure Notices

Please note that where possible we prefer to provide all correspondence and disclosure notices (including Financial Services Guides and Product Disclosure Statements) to you electronically, via email attachments or email links to documents/websites etc. If you have provided your email address to Us we will typically use that email address for all correspondence and disclosure notices. Should you not wish to be sent disclosure documents electronically please advise us and we will update our records accordingly.

Please keep this FSG along with your policy documents in a safe place for your reference and any further dealing with us.

This Financial Services Guide was updated on 1 November 2108.



Community Underwriting are specialists in providing insurance for Not for Profit and community organisations. Our business model is unique in that our underwriting agency is majority owned by our larger Not for Profit clients.

Every year seventy percent of our surplus is returned to these shareholders as donations. A further five percent of our surplus is set aside to fund our annual Small Grants Program for our non shareholder clients.

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