



CHU strengthens strata protection through new Cyber cover

30 April 2026

Dear Customer,

In response to the growing risk of cybercrime, we are proud to announce that Cyber cover is now automatically included for eligible policies in our residential strata insurance policy to protect bodies corporate against social engineering fraud.

When is the new cover available?

The new cover under PDS and Policy Wording QM562-0526 will be available for renewals and new business from 1 May 2026 onwards. Please note that any renewals and new business quotes created prior to 1 May 2026 have been issued under the previous PDS and Policy Wording (QM562-0725). During this transition period to the new wording, please ensure you carefully check the PDS issued with CHU's insurance offer to understand what you are covered for.

What is social engineering fraud?

Social engineering fraud is one of the fastest-growing risks facing the sector. It occurs when a third party impersonates a trusted contact to manipulate payment instructions, resulting in the fraudulent misdirection of funds.

What is covered?

With CHU's Cyber cover, bodies corporate that are tricked into authorising payment to the wrong account will have cover up to \$50,000 for a single loss during the period of insurance, provided the event relates to the body corporate's usual activities.

Why is it important?

Cyber threats are no longer just a concern for large organisations. Strata communities are increasingly exposed through everyday activities such as invoices, levy notices and communications with suppliers.

That's why we've enhanced our strata policy to include Cyber cover as a standard feature. This added protection is designed to respond to emerging risks with practical protection that extends cover to Office Bearers, Committee Members and Lot Owners.

By embedding Cyber cover into the policy, we're helping bodies corporate manage evolving risks with greater confidence and peace of mind. It's part of our ongoing commitment to supporting strata communities with protections that keep pace with the environment they operate in.

Learn more about CHU's Cyber cover at www.chu.com.au/residential-strata-insurance

Yours sincerely,

Steve Tchepak
Head of Underwriting
CHU Underwriting Agencies