CHU

Financial Services Guide

The Financial Services covered by this Financial Services Guide (FSG) are provided by:

CHU Underwriting Agencies Pty Ltd (CHU)

ABN 18 001 580 070

AFS Licence No: 243261

Level 33, 101 Miller Street
North Sydney NSW 2060

Phone: 1300 289 248

Email: sales@chu.com.au

The purpose of this FSG

The purpose of this FSG is to help you to make an informed decision about whether to use any of the financial services offered by us. It contains information about:

- The services that we offer you
- How we and others are paid
- How we manage any potential conflicts of interest
- Arrangements we have in place to compensate clients for losses and
- How you can make a complaint and how we will deal with it

This FSG is an important document. Please read it carefully and keep it in a safe place for your reference and for any future dealings with us.

We have given authority to your insurance broker to release this FSG on our behalf.

This FSG applies to all new and renewed insurance policies from **16 January 2023** and remains valid unless CHU issues a further FSG to replace it. We are responsible for the content and distribution of this FSG. Any financial services provided in accordance with this FSG will only relate to products issued by us.

All references in this FSG to "us, we and our" are references to CHU.

About us, who we act for and the services we provide

We are an underwriting agency dealing in specialist strata and community title insurance. We hold an Australian Financial Services Licence No 243261 (AFSL) issued by the Australian Securities and Investments Commission (ASIC) under the *Corporations Act 2001* (Cth). The Licence allows us to provide advice on and deal in General Insurance products and provide claims handling and settling services. We offer a range of strata, community and other insurance products, which we issue as agent for QBE.

We are a wholly owned entity of Steadfast Group Limited, ABN 98 073 659 677 (SGL). Steadfast Group Limited (ABN 98 073 659 677) ('SGL') has a shareholding in CHU Underwriting Agencies Pty Ltd. Some of the brokers we deal with may be SGL subsidiaries or associates. We have access to shared services from SGL. These include (but are not exclusive to): model operating procedures, manuals, legal, technical, HR, compliance, sum insured and product comparison tools; insurance cover placement and claims support; group insurance arrangements; and group purchasing arrangements. These services are funded by SGL, subsidised by SGL or SGL receives a fee for them.

QBE Insurance (Australia) Limited ABN 78 003 191 035 (QBE) – CHU has an arrangement with QBE where CHU distributes general insurance products issued by QBE. The products are distributed under CHU's licence by CHU's representatives.

We wholly own CHUiSAVER Underwriting Agency Pty Ltd (ABN 85 613 645 239) (AFSL 491113) trading as Flex Insurance.

Our Binder

We act under a Binder on behalf of the Insurer, QBE Insurance (Australia) Limited ABN 78 003 191 035 (AFSL No 239545) (QBE) when providing financial services to you. This means that we act for QBE and not you. This Binder allows us to accept your application for insurance as if we are the Insurer.

We are authorised to deal in and provide general advice in relation to general insurance products for retail and wholesale clients. To assist in your decision-making, we will give you information about the insurance product by providing you with a Product Disclosure Statement (PDS).

In some cases, we may make a general recommendation or give a factual statement about the insurance policy (General Advice). We do this without considering your specific individual objectives, financial situation or needs.

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Product Disclosure Statement

If we offer to arrange an insurance policy for you, we will also provide you with a Product Disclosure Statement (PDS). The PDS will contain important information about the particular policy, which will assist you in making an informed decision about whether to purchase the policy.

The PDS is an important document. You should read it carefully to decide if the product features suit your objectives, financial situation and needs before making a decision about the insurance product. Please keep the PDS in a safe place for your reference and for any future dealings with us.

Premium, Commissions, Profit Shares, Financial Incentives/Benefits, Fees and Remuneration

Premium

When we issue you with an insurance policy, you will pay a "premium" based on our assessment of the risk profile you have provided. The total amount you pay is the premium, which includes any government taxes/duties/levies such as GST and stamp duty and an administration fee if applicable.

When you pay your premium to us, we will retain our commission (see below) from the premium you pay and remit the balance to QBE. We will earn interest on the premium whilst it is in our account and earn a return. We will retain any interest earned on the premium.

You can choose to pay the premium by any of the payment methods set out in your invoice. You are required to pay us within the timeframe set out in the invoice.

Commission, profit share and other financial benefits/incentives

QBE pays to us a commission for each policy issued or renewed. The commission amount is 12.5% to 30% of the base premium paid by you (excluding any government taxes, duties and levies). The commission amount is included in the total amount you pay for your policy and not in addition to the policy.

QBE Profit Share

We may receive from QBE, a profit share, which is based upon QBE's underwriting profitability on the CHU portfolio of policies. Due to the contingent nature of insurance and the way the arrangement is set up, it is not possible to know the exact amount, if any, to which CHU may be entitled until the end of the qualifying period.

Administration fees

We will charge you an Administration Fee for each policy issued or renewed. This fee is charged in order to meet our costs to prepare and distribute documents. The exact fee amount is noted separately on your invoice and will vary depending on the product purchased and how you elect to receive your policy document. We can tell you the exact fee at the time you contact us. The Administration Fee is not refundable in the event of cancellation unless we cancel the policy either within the cooling-off period or it is a full-term cancellation.

Remuneration of employees

We pay to our employees (who will assist you with your insurance needs) a market salary. They may also earn an annual bonus or other incentives based on achievement of a broad range of CHU's goals, including financial targets and individual performance through the delivery of CHU's values and high levels of customer service. Staff are not incentivised through any sales targets at CHU.

Referrals

If you have been referred to us by a third party, we will pay the third party a fixed referral fee of $80 plus GST for each new policy issued. No referral fee is payable on policy renewals. This fee is paid by CHU and is not an additional cost to you.

Further information on Premiums, Commissions, Profit Shares, Financial Incentives/Benefits, Fees and Remuneration

You may request particulars of our remuneration, commission, fees, profit sharing and other benefits, including to the extent relevant, a statement of the range of amounts or rates within a reasonable time following receipt of this FSG and before we provide any financial service to you.

Conflicts of interest

We take any potential, apparent and actual conflicts of interest seriously and have a conflict of interest policy. Conflicts of interest are circumstances where some or all of your interests are or may be inconsistent with or diverge from some or all of our interests. We manage conflicts of interest through adequate controls, disclosure and avoidance. We also provide training to our employees to identify conflicts of interest and encourage the early reporting of potential conflicts of interest.

Privacy Promise

We are committed to protecting your privacy in accordance with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles. We have a Privacy Promise (located in the PDS) and a Privacy Policy on our website (www.chu.com.au) which deals with the privacy and security of your personal information. If you apply for one of our insurance products, we will collect information from you, so that we can decide whether to arrange insurance for you, on what terms and to handle any claims you make. You can request details of the information we hold about you at any time.

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Steadfast's Privacy Officer can be contacted on

Phone: 02 9307 6656 or by writing to:

Postal Address: PO Box A2016, Sydney South NSW 1235

Email: privacyofficer@steadfastagencies.com.au

General Insurance Code of Practice

CHU adheres to the General Insurance Code of Practice issued by the Insurance Council of Australia (the Code). Further information about the Code and your rights under it is available at www.codeofpractice.com.au and a copy can also be provided to you by Flex Insurance.

QBE is a signatory to the General Insurance Code of Practice issued by the Insurance Council of Australia (the Code). The purpose of the Code is to raise the standard of practice and service in the general insurance industry.

Duty to not misrepresent

In accordance with the Insurance *Contracts Act 1984* (Cth) you have a duty to not misrepresent. For the full wording of your duty to not misrepresent, please refer to the PDS.

What arrangements do we have in place to compensate clients for losses?

CHU has a professional indemnity insurance policy ('PI policy') in place which satisfies the requirements for compensation arrangements under section 912B of the *Corporations Act 2001* (Cth).

The PI policy covers CHU for claims made against CHU as a result of CHU's conduct or conduct by employees (or former employees) in the provision of financial services.

Complaints and Dispute Resolution

If you are not satisfied with your experience with CHU Underwriting Agencies. If you have any concerns or wish to make a complaint because something went wrong or you're not satisfied in any way, please let us know so we can promptly make things right.

Any feedback is good feedback. It allows us to address any issues and resolve it with you in a fair and reasonable manner.

What's next?

1. Get in touch

   By Phone: 1300 361 263

   By Email: complaints@chu.com.au

   By Post: PO Box 500, North Sydney, NSW 2059 or Level 33, 101 Miller Street, North Sydney NSW 2060

2. Provide all supporting documents with dates, a detailed description of your complaint and how you would like it resolved - this will assist our review.
3. We will acknowledge your complaint (generally within 1 business day), give you a reference number and the name and contact of the person who is handling your complaint.
4. We will keep you updated on the progress of your complaint at least every 10 business days.
5. Most complaints can be resolved promptly, but if we are unable to resolve your complaint within 30 calendar days, we will tell you why we need more time to investigate it. At that point, we'll also give you the option to escalate this complaint to Australian Financial Complaints Authority (AFCA).

Australian Financial Complaints Authority (AFCA)
If we cannot resolve the complaint or you're unhappy with our response you can lodge a dispute through the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Contact number: 1800 931 678 (free call)

Address: Australian Financial Complaints Authority, GPO Box 3, Melbourne Victoria 3001

Website: www.afca.org.au

Email: info@afca.org.au

More Information

If you would like more information about us, please contact us by phone, in writing or by email (details below).

How you can provide instructions

Should you wish to provide us with instructions in relation to the financial services and products we can offer, please contact us:

Tel: 1300 289 248

Email: sales@chu.com.au

This FSG was prepared on 24 September 2026.