

### OFFER OF INSURANCE

A & J Buchert Property Pty Ltd As Trustee for BruchertDate	5-Apr-2022
Property Trust	
299 George Street	Invoice Number 201401
Windsor NSW 2756	Sales Team Craig Humphreys
	Service Team Amara Feltham
	Branch Narellan

Thank you for using our services to arrange this insurance cover.

Brief details of cover arranged on your behalf are shown below. You should refer to the policy document issued by the insurer for complete policy terms and conditions.

Please read carefully the Important Notices attached regarding your Duty Of Disclosure and Privacy. Should you have any questions, please contact us.

Type of Policy	Business Pack (Steadfast)
Insured	A & J Buchert Property Pty Ltd As Trustee for Buchert Property Trust
Interests Insured	Building Insurance
Insurer	Chubb Insurance Company of Aust Ltd ABN: 69 003 710 647 Citigroup Centre Level 29 2 Park Street Sydney NSW 2000
Policy Number	SBP0824223
Period of Insurance	4-Apr-2022 to 4-Apr-2023

This document will be a **Tax Invoice** for GST when you make a payment.

**Cancellation:**

If cover is cancelled before the expiry of the period of insurance, we will refund to you only the net return premium we receive from the insurer. Fees may also be charged for the cancellation.

**Payments can be made by credit card or debit card. Please note an interest charge of 1% for credit cards and 1.25% for debit cards will be added to the invoice total.**

<b>EFT Details:</b>	
<b>BSB</b>	<b>332-027</b>
<b>Account Number</b>	<b>552170358</b>
<b>Reference</b>	<b>Invoice Number</b>

Premium	\$	4,919.85
FSL	\$	373.74
Policy Charge	\$	0.00
Broker Fee	\$	150.85
Total GST	\$	544.47
Stamp Duty	\$	524.09
<b>Total Due</b>	<b>\$</b>	<b>6,513.00</b>



To ensure continuity of cover, please detach and return this portion with your payment within 14 days together with any documentation requested to:

*Paid 11/4/22*

Narellan  
 Suite 5  
 22 Somerset Avenue  
 Narellan NSW 2567

Date: 5 Apr 2022  
 Invoice #: 201401  
 Client: A & J Buchert Property Pty Ltd As Trustee for Bruchert Property Trust  
**Total Due: \$6,513.00**

Notes:

**POLICY PARTICULARS:**

**Policy Number** SBP0824223  
**Policy Period** 4/04/2022 to 4/04/2023 at 4pm  
**Named Insured**  
Insured Name A & J Buchert Property Pty Ltd As Trustee for Buchert Property Trust  
Trading Name A & J Buchert Property Pty Ltd As Trustee for Buchert Property Trust  
Address 299 George Street  
WINDSOR NSW 2756

**Policy Wording**

Chubb Business Pack Steadfast Client Trading Platform PDS and Policy Chubb16-233-0821

**Cover Summary**

**Insured Location: 299 George Street WINDSOR NSW 2756 (Principal)**

Cover	Taken
Property Damage	Taken
Business Interruption	Not Taken
Theft	Not Taken
Money	Not Taken
Glass	Taken
General Property	Not Taken
Electronic Equipment Breakdown	Not Taken
Machinery Breakdown	Not Taken
Public & Products Liability	Taken
Tax Audit	Not Taken
Employee Fraud	Not Taken

**Claims Experience**

Any claims in the last 3 years under the sections to be insured? No

**Insured Location Details**

**Insured Location: 299 George Street WINDSOR NSW 2756 (Principal)**

**Business Details**

Selected Occupation Property Owner - Office (Single Storey)  
Annual Turnover \$ 100,000  
Tenant Business Real Estate Agency Service, Including Valuation

**Insured Location Details**

**Construction**

Multiple Buildings on site? No  
Year built 1980  
Year last rewired 1980

**Building Details**

No. of Storeys 1  
Floors Concrete

Walls  
Roof  
Expanded Polystyrene (EPS)

### Fire Protection

### Security Protection

### Other Details

Is there an ATM on premises?  
Premises Location  
Premises connected to town water?  
Type of Fire Brigade  
Store Flammable Goods?

Brick  
Iron/Steel/Aluminium on steel  
0%  
Fire Extinguishers, Smoke Detectors - Non Monitored, Fire Blankets  
Deadlocks on doors, Locks on all external windows without bars

No  
Main or Suburban street  
Yes  
Professional Manned 24 hours  
No

### Interested Parties

#### Interested Party # 1

#### Risks

Property Damage, Public and Products Liability

#### Name

Secure Funding Pty Ltd

#### Nature of Interest

1st Mortgagee

#### Address

Sydney, NSW, 2000

## PROPERTY DAMAGE SECTION

### Property Damage Information

Is the premises at the Insured Location more than 50% vacant? No  
Is the Building heritage or national trust listed? No

#### Sum Insured

Buildings \$ 2,000,000  
Method of Settlement Reinstatement or replacement  
Contents \$ 400,000  
Method of Settlement Reinstatement or replacement  
Stock \$ Included in Contents  
Specified Items Not Insured

Extra cost of reinstatement  
- additional cover on top of the automatic cover provided in policy \$ As per policy wording

Removal of debris \$ 480,000  
Rewriting of records \$ 25,000  
Playing surfaces \$ 50,000

### Optional Extension

Flood cover? Insured

### Applicable Excess

Excess \$ 250

## GLASS SECTION

Glass Insured

### Specified Glass

Not Insured

Extension – Advertising Signs \$ 10,000

### Applicable Excess

Excess \$ 250

## PUBLIC AND PRODUCTS LIABILITY SECTION

	<b>Limit of liability</b>
General Liability and Products Liability	\$ 20,000,000

### **Contractors and Subcontractors**

Do You engage contractors and/or subcontractors in Your Business?	No
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### **Labour Hire**

Do You engage labour hire or hired in labour in Your Business?	No
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### **Designated Contracts**

Do You have any contracts to be designated?	No
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### **Hire Out Equipment or Staff**

Do you hire out equipment and/or staff?	No
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### **USA/Canada Exports**

USA / Canada Exports?	Not Insured
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### **Other Details (if applicable)**

#### **Additional benefit**

Property in Your physical or legal control	\$ 250,000
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#### **Applicable Excesses**

Property in Your physical or legal control	\$ 500
All other claims	\$ 500

### **Endorsements**

#### **Endorsement # 1**

<b>Name</b>	Total Communicable Disease Exclusion
<b>Code</b>	BUP031

#### **Wording**

This endorsement varies the standard terms of your Policy. It may expand, reduce, or impose additional conditions on your cover as set out in the standard Policy terms and should be read carefully.

We do not cover any liability directly or indirectly arising out of, resulting from, contributed to or aggravated by Communicable Disease.

This exclusion applies even if the claims against any Named Insured allege negligence or other wrongdoing in the:

- a) Supervising, hiring, employing, training or monitoring of others that may be infected with and spread a Communicable Disease
- b) Testing for a Communicable Disease;
- c) Failure to prevent the spread of a Communicable Disease; or
- d) Failure to report a Communicable Disease to authorities.

For the purpose of this Exclusion only, Communicable Disease means: any infectious disease, including any virus, bacteria, microorganism, or pathogen that actually or allegedly induces or are capable of inducing physical distress, illness or disease.

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# IMPORTANT INFORMATION FOR CLIENT

## YOUR DUTY OF DISCLOSURE

Before you enter into an insurance contract, you have a duty to tell the insurer anything that you know, or could reasonably be expected to know, that may affect the insurer's decision to insure you and on what terms.

You have this duty until the insurer agrees to insure you.

You have the same duty before you renew, extend, vary, or reinstate an insurance contract.

You do not need to tell the insurer anything that:

- reduces the risk they insure you for; or
- is common knowledge; or
- the insurer knows, or should know; or
- the insurer waives your duty to tell them about.

### If you do not tell the insurer something

If you do not tell the insurer anything you are required to, they may cancel your contract, or reduce the amount they will pay you if you make a claim, or both.

If your failure to tell the insurer is fraudulent, they may refuse to pay a claim and treat the contract as if it never existed

## NON-DISCLOSURE

If you fail to comply with your duty of disclosure, the insurer may be entitled to reduce their liability under the contract in respect of a claim or may cancel the contract.

If your non-disclosure was fraudulent, the underwriters may also have the option of avoiding the contract from its beginning.

## UTMOST GOOD FAITH

Insurance contracts are subject to the doctrine of utmost good faith, and this is embodied in the ACT. Utmost Good Faith must be strictly adhered to by both parties - Insured and Insurer - and failure by the Insured to do so may prejudice the claim.

The Insured has a legal obligation to reveal to the Insurers any material fact which might affect their judgment in acceptance of the Insurance and/or assessing the premium. Failure to do so could avoid any contract from inception. Claims must be notified immediately as late notification may cause denial of liability in some instances.

## SUBROGATION

You are warned that should you become a party to any agreement that has the effect of excluding or limiting your insurer's ability to recover from a third party, your insurers may have the right to refuse to indemnify you for such loss where it is shown that your insurer's rights of recovery have been prejudiced by your action.

## RETAIL CLIENTS

Under the Corporations Act 2001 and associated Regulations Retail Clients are provided with additional levels of protection from other insurance purchasers. The Act defines Retail Clients as:

Individuals or a small manufacturing business employing less than 100 people or any other business employing less than 20 people.

**And** that are being provided a financial service or product that relates to the following insurance covers: Motor Vehicle (under 2 tonne), Home building, contents, personal and domestic, Sickness and Accident or Travel, Consumer Credit and other classes as prescribed by regulations.

## WHAT ADVICE IS BEING PROVIDED (RETAIL CLIENTS ONLY)

If you are a RETAIL CLIENT (refer above) and a Statement of Advice has not been provided to you with this invoice then the advice that we are giving you related to this transaction is General Advice.

General Advice is advice that has been prepared without considering your current objective's, financial situation or needs. Therefore, before acting on this advice, you should consider the appropriateness of the advice having regard to your current objective's, financial situation or needs.

If the advice provided relates to the acquisition or possible acquisition of a new insurance policy and the insurer has prepared a Product Disclosure Statement (PDS) we will have attached the PDS for your review. You should consider the PDS prior to making the decision to purchase this product. Further information regarding the income we have been paid by the insurer for this transaction is available upon request.

### **COOLING OFF**

All Retail Products are subject to a 14-day "cooling off period". This means that if you are not happy with a Retail Product, you have 14 days to withdraw from the new contract at no cost to you other than our brokers fee, which is not refundable.

### **COMPLAINTS**

Clients who are not fully satisfied with our services should contact our Complaints Officer on 1300 008 245 or put your complaint in writing and send it to at the address as shown at the bottom of this information sheet.

We are a member of the Australian Financial Complaints Authority (**AFCA**). If your complaint cannot be resolved to your satisfaction by us you have the right to refer the matter to the AFCA. The AFCA can be contacted at:

Mailing address: Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC 3001  
Ph - 1800 931 678 | Fax - 03 9613 6399 | Email - [info@afca.org.au](mailto:info@afca.org.au) | Website - [www.afca.org.au](http://www.afca.org.au)

### **CANCELLATION WARNING (RETENTION OF BROKERAGE AND FEES)**

If a cover is cancelled before expiry of the period of insurance, we reserve the right to refund to you only the net return premium we received from the insurer, and not refund any part of the brokerage or fees we receive for arranging the cover. A broker service fee may be charged to process the cancellation.

### **AVERAGE / CO-INSURANCE**

It is most important that the Sum Insured you select is adequate to represent the value of the insured property and is calculated in accordance with the cover being arranged. Otherwise, you will be under-insured and in terms of the Average / Co-insurance provisions of your policy, you may be responsible for paying part of the loss you actually suffer.

### **THIRD PARTY INTERESTS**

Insurance policies will only provide cover for your interest in the property insured and does not cover the interest of any third parties unless you have informed us of them in writing and they are noted on the policy.

### **ALTERATIONS**

No alterations to the risk whatsoever will be admitted until you have notified us in writing and will not take effect until acceptance is confirmed by the insurance underwriters.

### **PRIVACY ACT**

We maintain a record of your personal profile, including details of insurance policies that we arrange for you. We may also maintain records of any recommendations or advice given to you.

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy is available on request. A copy is also available on our website. [www.selectinsurance.com.au](http://www.selectinsurance.com.au)

If you wish to look at your file please ask us. We will make arrangements for you to do so.

### **PRODUCT DISCLOSURE STATEMENT**

You are advised to read the product disclosure statement (PDS ) or Policy. The PDS will contain information about the particular policy which will enable you to make an informed decision about purchasing that policy.

### **RIGHTS OF RECOVERY AGAINST OTHERS**

It is a condition of a Contract of Insurance that you may not forego any right of recovery that may exist against another party without prior approval in writing being given by your insurer.

### **UNDERWRITING AGENTS AND WHOLESALE BROKERS**

In some cases we access insurance products via Underwriting Agents and Wholesale brokers rather than directly with the insurer. In such cases should you wish to access the Financial Services Guide of the

Underwriting Agency or Wholesale Broker please contact us and we will arrange to have a copy sent out to you.

**DISCLAIMER**

This notice is a summary only (errors and omissions excepted) and does not purport to be a copy of the insurance company's policy or other documents. In case of any discrepancy, the insurer's documents will prevail.

Below are a list of Insurance Policies that you may not be aware of that you may wish to consider. Please let our office know should you wish to discuss any of these products further.

### **Business Insurance/Property**

#### **Owners**

- 1.Fire & Extraneous Perils
- 2.Business Interruption
- 3.Theft
- 4.Money
- 5.Glass Breakage
- 6.Public/Products Liability
- 7.Machinery Breakdown
- 8.Computer/Electronic Breakdown
- 9.Marine Transit
10. Portable Equipment
11. Fidelity Guarantee

#### **Motor Vehicle Insurance**

- 1.Comprehensive/Own Damage
- 2.Third Party, Fire & Theft
- 3.Third Party Property Damage Only
- 4.Fire & Theft Only
- 5.Compulsory Third Party (CTP)

#### **Home Insurance**

- 1.Building
- 2.Contents

#### **Landlords Insurance**

- 1.Buidling
- 2.Contents
- 3.Loss of Rent
- 4.Theft by Tenants

#### **Strata Insurance**

- 1.Domestic
- 2.Commercial

### **Liability**

1. Association Liability
2. Defamation
3. Directors' & Officers' Liability
4. Directors' & Officers' Supplementary Legal Expenses
5. Employment Practices Liability
6. Public Liability
7. Products Liability
8. Electronics Industry Errors & Omissions
9. Intellectual Property/Patent Protection/Copyright
10. Management Liability
11. Pollution/Environmental Impairment Liability
12. Products Guarantee
13. Products Recall
14. Professional Indemnity
15. Retroactive Liability
16. Statutory Liability (Fines & Penalties)
17. Superannuation Fund Trustees' Liability
18. Umbrella Liability
19. Warranty Indemnity

### **Heavy Motor Insurance**

- 1.Comprehensive
2. Third Party Property Damage Only
- 3.Downtime
- 4.Liability
- 5.Marine Carriers

### **Motor Trade Insurance**

- 1.Fire and Perils
- 2.Business Interruption
- 3.Theft
- 4.Money
- 5.General Property
- 6.Glass
- 7.Public and Products Liability
- 8.Employee Dishonesty
- 9..Machinery Breakdown
- 10.Computer/Electronic Equipment
- 11.Transit
- 12.Tax Audit
- 13.Professional Indemnity
- 14.Customers' Vehicles – Driving Risk &/or Road Testing Cover
- 15.Business Vehicles

### **Additional Products**

- 1.Construction
- 2.Consumer Credit
- 3.Cyber Risk/Liability
- 4.Extended Warranty
- 5.Farm, Crop and Livestock
- 6.Travel
- 7.Medical Indemnity Insurance
- 8.IT Insurance
- 9.Engineering
- 10.Industrial Special Risk
- 11.Workers Compensation
- 12.Marine Insurance
- 13.Personal Accident & Illness
- 14.Plant & Machinery
- 15.Bus & Coach
- 16.Jetty Insurance
- 17.Pleaseure craft

# Business Insurance New Business Schedule

# CHUBB®

Policy Number: SBP0824223

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**Date of Issue** 04 April, 2022

## Insurer

Chubb Insurance Australia Limited  
ABN 23 001 642 020  
AFS Licence No 239687  
Grosvenor Place Level 38, 225 George Street Sydney NSW 2000

## Intermediary Details

Broker Name Select Insurance Brokers Pty Ltd

**Policy Period** 4/04/2022 to 4/04/2023 at 4pm

## Named Insured

Insured Name A & J Buchert Property Pty Ltd As Trustee for Buchert Property Trust

Trading Name A & J Buchert Property Pty Ltd As Trustee for Buchert Property Trust

Address 299 George Street  
WINDSOR NSW 2756

## Policy Wording

Chubb Business Pack Steadfast Client Trading Platform PDS and Policy Chubb16-233-0821

# Business Insurance New Business Schedule

# CHUBB®

Policy Number: SBP0824223

## Premium Summary

Insured Location: 299 George Street WINDSOR NSW 2756 (Principal)

Section	Taken	Base Premium	FSL	GST	Stamp Duty	Total
Property Damage	Taken	\$3,737.47	\$373.74	\$411.14	\$407.01	\$4,929.36
Business Interruption	Not Taken					
Theft	Not Taken					
Money	Not Taken					
Glass	Taken	\$748.35	\$0.00	\$74.83	\$74.09	\$897.27
General Property	Not Taken					
Electronic Equipment Breakdown	Not Taken					
Machinery Breakdown	Not Taken					
Public & Products Liability	Taken	\$434.03	\$0.00	\$43.42	\$42.99	\$520.44
Tax Audit	Not Taken					
Employee Fraud	Not Taken					

Sections	Base Premium	FSL	GST	Stamp Duty	Total
Total Premium	\$4,919.85	\$373.74	\$529.39	\$524.09	\$6,347.07
Underwriter Agency Fee	\$0.00		\$0.00		\$0.00

## Total for ALL Insured Locations

Sections	Base Premium	FSL	GST	Stamp Duty	Total
Total Due	\$4,919.85	\$373.74	\$529.39	\$524.09	\$6,347.07

Premium displayed is inclusive of Terrorism Levy

## General Underwriting Questions

Have You or any partner(s) or director(s) of the Business:

- |   |    |
|---|----|
| (1) Ever had an insurance policy cancelled, declined or terms imposed?  | No |
| (2) Ever been declared bankrupt?  | No |
| (3) Ever been involved in a company or business which became insolvent or subject to any form of insolvency or voluntary administration (e.g. liquidation or receivership)? | No |
| (4) Been convicted of any criminal offence within the past 5 years (other than minor traffic convictions)?  | No |
| (5) Been liable for any civil offence or pecuniary penalty (exceeding \$5,000)?   | No |
| (6) Any other matters You should disclose?  | No |

## Claims Experience

Any claims in the last 3 years under the sections to be insured? No

Policy Number: SBP0824223

## Insured Location Details

Insured Location: 299 George Street WINDSOR NSW 2756 (Principal)

**Sections insured for this Insured Location** Property Damage, Glass, Public and Products Liability

### Business Details

Selected Occupation Property Owner - Office (Single Storey)  
Annual Turnover \$ 100,000  
Tenant Business Real Estate Agency Service, Including Valuation

### Insured Location Details

#### Construction

Multiple Buildings on site? No  
Year built 1980  
Year last rewired 1980

#### Building Details

No. of Storeys 1  
Floors Concrete  
Walls Brick  
Roof Iron/Steel/Aluminium on steel  
Expanded Polystyrene (EPS) 0%

#### Fire Protection

Fire Extinguishers, Smoke Detectors - Non Monitored, Fire Blankets

#### Security Protection

Deadlocks on doors, Locks on all external windows without bars

#### Other Details

Is there an ATM on premises? No  
Premises Location Main or Suburban street  
Premises connected to town water? Yes  
Type of Fire Brigade Professional Manned 24 hours  
Store Flammable Goods? No

### Interested Parties

#### Interested Party # 1

**Risks** Property Damage, Public and Products Liability  
**Name** Secure Funding Pty Ltd  
**Nature of Interest** 1st Mortgagee  
**Address**

Sydney, NSW, 2000

## PROPERTY DAMAGE SECTION

### Property Damage Information

Is the premises at the Insured Location more than 50% vacant? No  
Is the Building heritage or national trust listed? No

#### Sum Insured

Buildings \$ 2,000,000  
Method of Settlement Reinstatement or replacement  
Contents \$ 400,000

# Business Insurance New Business Schedule

# CHUBB®

**Policy Number:** SBP0824223

Method of Settlement	Reinstatement or replacement
Stock	\$ Included in Contents
<b>Specified Items</b>	Not Insured
Extra cost of reinstatement	
- additional cover on top of the automatic cover provided in policy	\$ As per policy wording
Removal of debris	\$ 480,000
Rewriting of records	\$ 25,000
Playing surfaces	\$ 50,000
<b>Optional Extension</b>	
Flood cover?	Insured
<b>Applicable Excess</b>	
Excess	\$ 250

## GLASS SECTION

Glass	Insured
<b>Specified Glass</b>	Not Insured
Extension – Advertising Signs	\$ 10,000
<b>Applicable Excess</b>	
Excess	\$ 250

## PUBLIC AND PRODUCTS LIABILITY SECTION

	<b>Limit of liability</b>
General Liability and Products Liability	\$ 20,000,000
<b>Contractors and Subcontractors</b>	
Do You engage contractors and/or subcontractors in Your Business?	No
<b>Labour Hire</b>	
Do You engage labour hire or hired in labour in Your Business?	No
<b>Designated Contracts</b>	
Do You have any contracts to be designated?	No
<b>Hire Out Equipment or Staff</b>	
Do you hire out equipment and/or staff?	No
<b>USA/Canada Exports</b>	
USA / Canada Exports?	Not Insured
<b>Other Details (if applicable)</b>	
<b>Additional benefit</b>	
Property in Your physical or legal control	\$ 250,000
<b>Applicable Excesses</b>	
Property in Your physical or legal control	\$ 500
All other claims	\$ 500

## Endorsements

### Endorsement # 1

This policy is issued by Chubb Insurance Australia Limited

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**Policy Number:** SBP0824223

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**Name** Total Communicable Disease Exclusion  
**Code** BUP031

**Wording**

This endorsement varies the standard terms of your Policy. It may expand, reduce, or impose additional conditions on your cover as set out in the standard Policy terms and should be read carefully.

We do not cover any liability directly or indirectly arising out of, resulting from, contributed to or aggravated by Communicable Disease.

This exclusion applies even if the claims against any Named Insured allege negligence or other wrongdoing in the:

- a) Supervising, hiring, employing, training or monitoring of others that may be infected with and spread a Communicable Disease
- b) Testing for a Communicable Disease;
- c) Failure to prevent the spread of a Communicable Disease; or
- d) Failure to report a Communicable Disease to authorities.

For the purpose of this Exclusion only, Communicable Disease means:  
any infectious disease, including any virus, bacteria, microorganism, or pathogen that actually or allegedly induces or are capable of inducing physical distress, illness or disease.

## **IMPORTANT NOTICES**

### **Duty of Disclosure**

#### **Your Duty of Disclosure**

Before You enter into an insurance contract, You have a duty to tell Us anything that You know, or could reasonably be expected to know, may affect Our decision to insure You and on what terms. You have this duty until We agree to insure You.

You have the same duty before You renew, extend, vary or reinstate an insurance contract.

#### **What You do not need to tell Us**

You do not need to tell Us anything that:

- reduces the risk We insure You for; or
- is common knowledge; or
- We know or should know as an insurer; or
- We waive Your duty to tell Us about.

#### **If You do not tell Us something**

If You do not tell Us anything You are required to, We may cancel Your contract or reduce the amount We will pay You if You make a claim, or both.

If Your failure to tell Us is fraudulent, We may refuse to pay a claim and treat the contract as if it never existed.

The product issuer Chubb Insurance Australia Ltd (**Chubb**) AFSL 239687 ABN 23 001 642 020, has prepared a Target Market Determination (**TMD**) for this product as required under section 994B of the Corporations Act 2001 (Cth). The TMD sets out who this product has been designed for and who it is not suitable for and identifies the conditions and restrictions on its distribution. A copy of the TMD for this product can be found here <https://www.chubb.com/content/dam/chubb-sites/chubb-com/au-en/business/chubb-business-pack-insurance/Business-Pack-SCTP-TMD.pdf>

The TMD is not a Product Disclosure Statement (**PDS**) and is not a summary of the product features or terms of the product. Persons interested in acquiring this product should carefully read the PDS before deciding whether to purchase this product.

### **Privacy Statement**

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In this Statement "We", "Our" and "Us" means Chubb Insurance Australia Limited (**Chubb**).

"You" and "Your" refers to Our customers and prospective customers as well as those who use Our Website.

**Policy Number:** SBP0824223

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This Statement is a summary of Our Privacy Policy and provides an overview of how We collect, disclose and handle Your Personal Information. Our Privacy Policy may change from time to time and where this occurs, the updated Privacy Policy will be posted to Our website.

Chubb is committed to protecting Your privacy. Chubb collects, uses and retains Your Personal Information in accordance with the requirement of the Privacy Act 1988 (Cth) and the Australian Privacy Principles (**APPs**), as amended or replaced from time-to-time.

**Why We collect Your Personal Information**

The primary purpose for Our collection and use of Your Personal Information is to enable Us to provide insurance services to You.

Sometimes, We may use Your Personal Information for Our marketing campaigns and research, in relation to new products, services or information that may be of interest to You.

**How We obtain Your Personal Information**

We collect Your Personal Information (which may include sensitive information) at various points including, but not limited to, when You are applying for, changing or renewing an insurance policy with Us or when We are processing a claim. Personal Information is usually obtained directly from You, but sometimes via a third party such as an insurance intermediary or Your employer (e.g. in the case of a group insurance policy). Please refer to Our Privacy Policy for further details.

When information is provided to Us via a third party We use that information on the basis that You have consented or would reasonably expect Us to collect Your Personal Information in this way. We take reasonable steps to ensure that You have been made aware of how We handle Your Personal Information.

**When do We disclose Your Personal Information?**

We may disclose the information We collect to third parties, including:

- the policyholder (where the insured person is not the policyholder, i.e., group policies);
- service providers engaged by Us to carry out certain business activities on Our behalf (such as claims assessors, call centres in Australia, online marketing agency, etc);
- intermediaries and service providers engaged by You (such as current or previous brokers, travel agencies and airlines);
- government agencies (where we are required to by law);
- other entities within the Chubb group of companies such as the regional head offices of Chubb located in Singapore, UK or USA (Chubb Group of Companies); and
- third parties with whom We (or the Chubb Group of Companies) have sub-contracted to provide a specific service for Us, which may be located outside of Australia (such as in the Philippines or USA). These entities and their locations may change from time-to-time. Please contact us, if you would like a full list of the countries in which these third parties are located.

In the circumstances where We disclose Personal Information to the Chubb Group of Companies, third parties or third parties outside Australia We take steps to protect Personal Information against unauthorised disclosure, misuse or loss.

**Your decision to provide Your Personal Information**

In dealing with Us, You agree to Us using and disclosing Your Personal Information, which will be stored, used and disclosed by Us as set out in this Privacy Statement and Our Privacy Policy.

**Access to and correction of Your Personal Information**

Please contact Our customer relations team on 1800 815 675 or email [CustomerService.AUNZ@chubb.com](mailto:CustomerService.AUNZ@chubb.com) if you would like:

- a copy of Our Privacy Policy, or
- to cease to receive marketing offers from Us or persons with whom We have an association.

**Policy Number:** SBP0824223

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To request access to, update or correct your Personal Information held by Chubb, please complete this Personal Information request form and return to:

Email: [CustomerService.AUNZ@chubb.com](mailto:CustomerService.AUNZ@chubb.com)

Fax: +61 2 9335 3467

Address: GPO Box 4907 Sydney NSW 2001

**How to Make a Complaint**

If You have a complaint or would like more information about how We manage Your Personal Information, please review Our Privacy Policy for more details, or contact:

Privacy Officer

Chubb Insurance Australia Limited

GPO Box 4907 Sydney NSW 2001

+61 2 9335 3200

[Privacy.AU@chubb.com](mailto:Privacy.AU@chubb.com)



# FINANCIAL SERVICES GUIDE

The financial services referred to in this financial services guide (FSG) are offered by:

**Select Insurance Brokers Pty Ltd** ABN 16 061 623 827

Unit 1 /413 Victoria Street, Wetherill Park NSW 2164

P O Box 6832, Wetherill Park NSW 2164

Telephone: 1300 008 245 Fax 02 9725 1194

Email: insure@selectinsurance.com.au

**This FSG sets out the services that we can 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 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.

## LACK OF INDEPENDENCE

Why we are not independent, impartial, or unbiased in relation to the provision of personal advice and the impact of this on you. We, Select Insurance Brokers Pty Ltd, are not independent, impartial, or unbiased pursuant to section 923A of the *Corporations Act* because:

- We may receive commission when we provide personal advice to you in relation to insurance products and their financial products;

Further information about these benefits and relationships is set out in this Financial Services Guide. If you have any questions about this information, please ask us.

## Further information when personal advice is given

We will provide you with further information whenever we provide you with advice which takes into account your objectives, financial situation and needs. This information may include the advice that we have given you, the basis of the advice and other information on our remuneration and any relevant associations or interests. This information may be contained in a Statement of Advice (**SOA**).

When you ask us to recommend an insurance policy for you, we will usually only consider the policies offered by the insurers or insurance providers that we deal with regularly. In giving you advice about the costs and terms of recommended policies we have not compared those policies to other policies available, other than from those insurers we deal with regularly.

## Product Disclosure Statement (PDS)

If we offer to arrange the issue of an insurance policy to you, we will also provide you with, or pass on to you, a Product Disclosure Statement (**PDS**), unless you already have an up-to-date PDS. The PDS will contain information about the particular policy which will enable you to make an informed decision about purchasing that product.

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### From when does this FSG apply?

This FSG applies from 17<sup>th</sup> January 2022 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.

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### How can I instruct you?

You can contact us to give us instructions by post, phone, fax or email on the contact number or details mentioned on page 1 of this FSG.

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## FINANCIAL SERVICES GUIDE

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**Who is responsible for the financial services provided?**

Select Insurance Brokers Pty Ltd is responsible for the financial services that will be provided to you, or through you to your family members, including the distribution of this FSG.

Select Insurance Brokers Pty Ltd holds a current Australian Financial Services Licensee no: 234588. The contact details for Select Insurance Brokers Pty Ltd are on the front of this FSG.

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

Select Insurance Brokers Pty Ltd is authorised to advise and deal in general insurance products to wholesale and/or retail clients. We will do this for you as your broker unless we tell you otherwise.

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**Will I receive tailored advice?**

Maybe not in all cases. However, we may need information about your personal objectives, details of your current financial situation and any relevant information, so that we can arrange insurance policies for you. We will ask you for the details that we need to know.

In some cases we will not ask for any of this information. If we do not ask, or if you do not give us all of the information we ask for, any advice you receive may not be appropriate to your needs, objectives and financial situation.

You should read the warnings that we give you, carefully before making any decision about an insurance policy.

Where we provide you with advice about your insurance arrangements, that advice is current at the time that we give it. We will review your insurance arrangements when you inform us about changes in your circumstances.

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**Contractual Liability and your insurance cover**

Many commercial or business contracts contain clauses dealing with your liability (including indemnities or hold harmless clauses). Such clauses may entitle your insurers to reduce cover, or in some cases, refuse to indemnify you at all. You should seek legal advice before signing and accepting contracts. You should inform us of any clauses of this nature before you enter into them.

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**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 may also maintain records of any recommendations or advice given to you. We will retain this FSG and any other FSG given to you as well as any SOA or PDS that we give or pass on to you for the period required by law.

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy is available on request. A copy is also available on our website [www.selectinsurance.com.au](http://www.selectinsurance.com.au)

If you wish to look at your file, please ask us. We will make arrangements for you to do so.

## FINANCIAL SERVICES GUIDE

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### How will I pay for the services provided?

For each insurance product the insurer will charge a premium that includes any relevant taxes, charges and levies. We often receive a payment based on a percentage of this premium (excluding relevant taxes, charges and levies) called commission, which is paid to us by the insurers. However, in some cases we will also charge you a fee. These will all be shown on the invoice that we send you. You can choose to pay by any of the payment methods set out in the invoice. You are required to pay us within the time set out on the invoice.

If there is a refund or reduction of your premium as a result of a cancellation or alteration to a policy or based on a term of your policy (such as a premium adjustment provision), we will retain any fee we have charged you. We will also retain commission depending on our arrangements with the insurer or charge you a cancellation fee equal to the reduction in our commission.

When you pay us your premium it will be banked into our trust account. We retain the commission from the premium you pay us and remit the balance to the insurer in accordance with our arrangements with the insurer. We will earn interest on the premium while it is in our trust account, or we may invest the premium and earn a return. We will retain any interest or return on investment earned on the premium.

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

Our commission will be calculated based on the following formula:

$$X = Y\% \times P$$

In this formula:

X = our commission

Y% = the percentage commission paid to us by the insurer. Our commission varies between 2% and 27%.

P = the amount you pay for any insurance policy (less any government fees or charges included in that amount).

We do not often pay any commissions, fees or benefits to others who refer you to us or refer us to an insurer. If we do, we will pay commissions to those people out of our commission or fees (not in addition to those amounts), in the range of 5% to 10% of our commission or fees.

Our employees that will assist you with your insurance needs will be paid a market salary.

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 us to any insurer) will receive in relation to the policies that are the subject of the advice.

See below for information on the Steadfast association and commission.

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## FINANCIAL SERVICES GUIDE

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### Do you have any relationships or associations with the insurers who issue the insurance policies or any other material relationships?

Select Insurance Brokers Pty Ltd is a Steadfast Group Limited (**Steadfast**) Network Broker and brokerage company and/or principals/directors hold shares in Steadfast. As a Steadfast Network Broker we have access to services including model operating and compliance tools, procedures, manuals and training, legal, technical, HR, contractual liability advice and assistance, group insurance arrangements, product comparison and placement support, claims support, group purchasing arrangements and broker support services. These services are either funded by Steadfast, subsidised by Steadfast or available exclusively to Steadfast Network Brokers for a fee.

Steadfast has arrangements with some insurers and premium funders (**Partners**) under which the Partners may pay Steadfast commission of between 0.5 – 1.5% for each product arranged by us with those Partners, or alternatively a fee to access strategic and technological support and the Steadfast Broker Network. Steadfast is also a shareholder of some Partners.

You can obtain a copy of Steadfast's FSG at [www.steadfast.com.au](http://www.steadfast.com.au)

If we arrange premium funding for you we Select Insurance Brokers Pty Ltd may be paid a commission by the premium funder. We may also charge you a fee (or both). The commission that we are paid by the premium funder is usually calculated as a percentage of your insurance premium (including government fees or charges). If you instruct us to arrange or issue a product, this is when we become entitled to the commission.

Our commission rates for premium funding are in the range of 1% to 2] % of funded premium. When we arrange premium funding for you, you can ask us what commission rates we are paid for that funding arrangement compared to the other arrangements that were available to you.

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### What should I do if I have a complaint?

1. Contact us and tell us about your complaint. We will do our best to resolve it quickly.
2. If your complaint is not satisfactorily resolved within 21 days, please contact Craig Humphreys on 1300 008 245 or put your complaint in writing and send it to [craig@selectinsurance.com.au](mailto:craig@selectinsurance.com.au) or at the address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly.
3. Select Insurance Brokers Pty Ltd is a member of the Australian Financial Complaints Authority (**AFCA**). If your complaint cannot be resolved to your satisfaction by us, you have the right to refer the matter to the AFCA. AFCA provides fair and independent financial services complaint resolution that is free to customers. The AFCA can be contacted at:

Mailing address - Australian Financial Complaints Authority, GPO Box 3,  
Melbourne, VIC 3001

Ph - 1800 931 678

Email - [info@afca.org.au](mailto:info@afca.org.au)

Website - [www.afca.org.au](http://www.afca.org.au)

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## FINANCIAL SERVICES GUIDE

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

Select Insurance Brokers Pty Ltd has a professional indemnity insurance policy (**PI policy**) in place.

The PI policy covers us and our representatives (including our authorised representatives) for claims made against us and our representatives by clients as a result of the conduct of us, our employees or representatives in the provision of financial services.

This policy satisfies the requirements for compensation arrangements under section 912B of the Corporations Act.

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**Any questions?**

If you have any further questions about the financial services Select Insurance Brokers Pty Ltd provides, please contact us.

Please retain this document for your reference and any future dealings with Select Insurance Brokers Pty Ltd.

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