

## Financial Services Guide

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This Financial Services Guide (FSG) is designed to assist you in deciding whether to use any of the financial service provided by City Central Insurance (CCI) when purchasing insurance for your rental property.

### This FSG contains information on:

- The services CCI are authorised to provide to you
- Remuneration earned;
- The internal and external dispute resolution procedures; and
- Other important information.

### About us and our services

CCI (Corporate Authorised Representative Number: 269109) are authorised representatives of Strata Solutions International Pty Ltd T/as Strata Insurance (Australian Financial Services Licence Number: 234722). CCI are authorised to provide factual information on related insurance products that you may purchase for your rental property and can issue and/or renew the relevant insurance policy/policies in relation to these products.

### What we cannot do

CCI have not been authorised by Strata Insurance to provide you with any financial advice in relation to insurance products. CCI can only provide factual information regarding insurance products. If you need financial advice about these products, you should contact Strata Insurance.

### What documents we may provide to you

When providing you with a quote or issuing the insurance, CCI will give you:

- the FSG which has been approved for distribution by Strata Insurance.
- a Product Disclosure Statement (PDS). The PDS is prepared by the insurer and contains information about the product recommended, to help you make a more informed decision about whether or not to purchase the product

### Who we act for

When CCI arrange, renew or vary your insurance, or collect the premium or notify claims they act on behalf of Strata Insurance and not on your behalf. As such Strata Insurance is responsible for the financial services provided to you by CCI.

If Strata Insurance provides advice to you about the insurance products being recommended, it does so on our behalf.

How are we remunerated?

Product	CCI
Landlords Contents	CCI receive commission of 15% of the base premium (excluding statutory charges and taxes) and a fee of up to \$60 per property insured

All commissions and fees exclude GST and are included in the cost of the insurance products.

Strata Insurance employees are paid annual salaries that may include discretionary annual bonuses based on pre-determined business performance criteria such as client service standards and business profitability. Neither of these criteria is dependent upon individual sales outcomes.

CCI employees are paid annual salaries.

Representatives may also receive non-monetary benefits from either Strata Insurance (the authorising licensee) or insurers. These benefits may include entertainment at sporting events, hospitality including lunches and attendance at Strata Insurance or insurer sponsored functions. It is not possible to determine in advance what, if any, non-monetary benefit a representative may receive and these benefits are not attributed to any particular product.

### Information about associations or relationships?

CCI does not have any associations or relationships with Strata Insurance nor any other party that might reasonably be expected to be capable of influencing CCI in providing any of their authorised services.

### What are our compensation arrangements?

For the purposes of the Corporations Act 2001, CCI will be acting on behalf of Strata Solutions International Pty Ltd T/as Strata Insurance. Strata Insurance is therefore responsible for the financial services described in the FSG. Strata Insurance and CCI have professional indemnity insurance cover and other internal arrangements in place in respect of financial services provided to retail clients. These arrangements comply with the requirements of Section 912B of the Corporations Act 2001.

### How you can provide instructions to us

If you want to provide CCI with instructions in relation to the financial services and products we offer, contact us on the details provided below.

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

If you have any cause for complaint about our services please raise the matter in the first instance with your CCI representative.

Alternatively, you may contact the Strata Insurance Complaints Officer on (03) 9597 0357 or send an email to [complaints@stratainsurance.net](mailto:complaints@stratainsurance.net) If a complaint cannot be dealt with immediately (within 24 hours of receipt) Strata Insurance will acknowledge your complaint within 5 business days of receipt and will advise you of the person dealing with it.

You can also call Strata Insurance to comment upon our service. The number can be found on Strata Insurance's website at [www.stratainsurance.net](http://www.stratainsurance.net)

Strata Insurance is a member of the Australian Financial Complaints Authority (AFCA), an external dispute resolution facility. Should you not be happy with the response to your complaint you have the right to take your complaint to the AFCA, who can be contacted on 1800 931 678.

#### **What about Privacy?**

Strata Insurance and CCI are committed to protecting your personal information. CCI uses the information you provide to issue your insurance. CCI only provides this information to Strata Insurance and insurer(s) of the insurance policies offered. You can ask Strata Insurance for more information about their Privacy Policy, or download it from [www.stratainsurance.net](http://www.stratainsurance.net)

By proceeding to deal with us, you confirm on your behalf and/or on behalf of those you represent, agreement to the collection, use and disclosure of personal information described within the Privacy Policy.

Please retain a copy of this document in a safe place for your future reference.

#### **Contact us**

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