

# Financial Services Guide

## Underwriting Australia Pty Ltd

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## Key Information Statement

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use any of the services offered by Underwriting Australia Pty Ltd. Throughout this FSG, Underwriting Australia Pty Ltd can be referred to as 'UAPL', 'we', 'us', 'our' or similar references.

The information in the FSG covers such aspects as (a) information about UAPL as an AFS Licensee; (b) details of the financial services and/or products we provide; (c) documentation you may receive from us; (d) the complaints process; and (e) compensation arrangements should you require.

Should you require clarification on any aspects of this FSG, we welcome your contact.

## Who is Underwriting Australia Pty Ltd ('UAPL')?

UAPL was established in May 2008 to separate our insurance underwriting activities from the previous combined insurance broking and underwriting entity.

Our primary activities are niche general insurance products distributed via licensed general insurance brokers or direct to the public.

UAPL has been appointed by a number of leading Australian insurers to exclusively distribute general insurance products originated by UAPL. In this capacity, we act as an agent of the insurer and not the insured.

## What is the purpose of this Financial Services Guide (FSG)?

This FSG is an important document. It provides you with information about UAPL and the advice we are able to provide.

It is intended that this FSG should assist you in determining whether to use any of the general insurance products offered by UAPL.

## What financial products does UAPL offer?

As at the date of this version of the FSG, UAPL offers:

- Audit & Legal Defence Insurance
- Alternative Energy Insurance, predominately Solar Insurance
- Open Home Insurance
- Cash Flow Insurance
- Small Business Insurance

## What fees and remuneration does UAPL receive?

UAPL charges an Administration Fee for each insurance transaction undertaken (i.e., on new, renewed, endorsed or cancelled policies) and receives a commission from the general insurers we represent.

## Documents that you can access or may receive

Each of the above products is supported by a dedicated website. At each product website, you can access a copy of the Product Disclosure Statement for that specific product.

Should you proceed with any of the above products and after completion and submitting the relevant application and payment of the required premium, you will receive a Policy Summary, Policy Document and a Tax Invoice. These documents are distributed by email, otherwise by regular post.

Prior to the expiry date, you will receive an invitation to renew and, following payment, be issued with a fresh Policy Summary and Tax Invoice.

If you are unsure with any aspects of the documents provided or if we have made a typographical error, we welcome your contact.

## What information does UAPL maintain in our records and can you examine the file?

Once the initial transaction has been completed, UAPL retains a scanned copy of your original application and any supporting documentation and an electronic copy of subsequent renewal, endorsed or cancelled transactions.

In the event of a claim, UAPL will retain the original documentation until the claim is settled and then, for security and archive purposes, electronically retain a scanned copy.

Original documents are held in secured document destruction bins that are periodically collected by a licensed secure records firm that supervises the permanent destruction of those records.

If you wish to examine your records we have retained, please contact us and we'll agree on the best method to either view or be provided a copy.

## Matters of privacy

UAPL is committed to implementing and promoting a Privacy Policy which will ensure the privacy and security of your personal information. A copy of the Privacy Policy is available at [www.underwriting.com.au](http://www.underwriting.com.au) or, on request, we can email, mail or fax a copy.

## Complaints procedure

What should you do if you have a complaint?

If you have a complaint about any service provided by us, the following steps are available to you.

**Step 1.** Contact the Managing Director to discuss your complaint.

Phone: 1300 595 615 or 0412 170354; Email: [khenry@underwriting.com.au](mailto:khenry@underwriting.com.au); Post: The Managing Director, Underwriting Australia Pty Ltd, PO Box 432 Concord West NSW 2138

Your complaint will be acknowledged in writing within 48 business hours of being received. A response communication will be issued to you within 45 days detailing the proposed resolution.

**Step 2.** If you are not fully satisfied with our handling or response to the complaint raised, you are invited to present your complaint to the External Disputes Resolution Scheme overseen by the Financial Ombudsman Service. UAPL is a member of the Financial Ombudsman Service.

Phone: 1300 780 808; Fax: (03) 9613 6399; Website: [www.fos.org.au](http://www.fos.org.au); Email: [info@fos.org.au](mailto:info@fos.org.au); Post: The Financial Ombudsman Service, GPO Box 3, Melbourne VIC 3001

This service is provided to you free of charge. The Australian Securities and Investments Commission also has a free information phone line 1300 300 630 which you may use to obtain information about your rights.

## What compensation arrangements does UAPL have?

The Corporations Act 2001 (Cth.) requires UAPL to offer a compensation arrangement which is designed to compensate retail clients for losses they may suffer as a result of a breach by UAPL of its obligations outlined in Chapter 7 of the Corporations Act.

UAPL is also required as part of its Financial Services License to maintain Professional Indemnity Insurance in place at all times. These compensation arrangements meet the requirements specified by the Corporations Act.

## Further assistance

Please contact your Adviser in the first instance if you have any questions about this FSG or the financial products and/or services we provide. This FSG should be retained by you in a safe place for future reference.