

Summary of Key Changes

Residential Strata Insurance Plan



This document outlines a brief description of how the newer version of your **Product Disclosure Statement (PDS) and Policy Wording** (QM562-0619) has changed from the older version, which is effective from 1st June 2019.

Please note that this is a summary only and does not form part of Your policy. Please read the new PDS and Policy Wording thoroughly for full details of cover, conditions and exclusions to ensure it meets your requirements. Insofar as there are any derogations in cover, this document also serves as a **Derogation Notice**.

You can download a copy of the new **Product Disclosure Statement (PDS) and Policy Wording** (QM562-0619) from CHU's website www.chu.com.au or alternatively You may request a copy to be forwarded to You.

Description of Changes

Product Disclosure Statement

The Product Disclosure Statement (PDS) has been amended, incorporating new and existing provisions in accordance with Our duty to advise You of these changes. Please read the PDS for full details of these changes.

Policy Wording

Resolving Complaints and Disputes

- This section has been replaced with the following:

Resolving Complaints and Disputes

At QBE and CHU, we are committed to providing You with quality products and delivering the highest level of service. QBE and CHU also do everything we can to safeguard Your privacy and the confidentiality of Your personal information.

Something not right?

QBE and CHU know sometimes there might be something You are not totally happy about, whether it be about our staff, representatives, products, services or how we've handled Your personal information.

Step 1 – Talk to CHU

If Your complaint relates to a claims decision or CHU service provider, please initially contact the CHU Claims Handler who is handling the Claim. If Your complaint relates to an underwriting decision (or anything else), please contact the CHU representative who originally assisted You. When You make Your complaint please provide as much information as possible. CHU are ready to help You resolve your issue, aiming to resolve all complaints within fifteen (15) business days.

Step 2 – Escalate Your complaint

If CHU haven't responded to Your complaint within fifteen (15) days, or if You're not happy with how CHU tried to resolve it, You can ask for Your complaint to be escalated for an Internal Dispute Resolution (IDR) review by a Dispute Resolution Specialist. The Dispute Resolution Specialist will provide CHU's final decision within fifteen (15) business days of Your complaint being escalated, unless You have agreed to CHU's request to be given more time.

Step 3 – Still not resolved?

If You're not happy with the final decision, or if CHU have taken more than forty-five (45) days to respond to You from the date You first made Your complaint, You can contact the Australian Financial Complaints Authority

(AFCA). AFCA is an ASIC approved external dispute resolution body. AFCA resolves insurance disputes between consumers and insurers, at no cost to You. CHU is bound by AFCA decisions - but You're not. You can contact AFCA directly and they'll advise You if Your dispute falls within their Rules.

Disputes not covered by the AFCA Rules

If Your dispute doesn't fall within the AFCA Rules, or You are not satisfied with CHU's decision then You may wish to seek independent legal advice.

Privacy complaints

If You are not satisfied with CHU's final decision and it relates to Your privacy or how CHU has handled Your personal information, You can contact the Office of the Australian Information Commissioner (OAIC). "

Contacting QBE's CCU, AFCA or the OAIC

How to contact QBE Customer Care

Phone	1300 650 503 (Monday to Friday from 9am to 5pm, Sydney time, except on public holidays). Calls from mobiles, public telephones or hotel rooms may attract additional charges.
Email	<ul style="list-style-type: none">complaints@qbe.com, to make a complaintprivacy@qbe.com, to contact Us about privacy or Your personal informationcustomercare@qbe.com, to give feedback or pay a compliment
Post	Customer Care, GPO Box 219, PARRAMATTA NSW 2124

How to contact AFCA

Phone	1800 931 678 (freecall)
Email	info@afca.org.au
Online	www.afca.org.au
Post	Australian Financial Complaints Authority GPO Box 3, Melbourne, VIC, 3001

How to contact the OAIC

Phone	1300 363 992 Calls from mobiles, public telephones or hotel rooms may attract additional charges.
Email	enquiries@oaic.gov.au
Online	www.oaic.gov.au

CHU Underwriting Agencies Pty Ltd ABN 18 001 580 070 (AFS Licence No: 243261) is an underwriting agency acting on behalf of the insurer: QBE Insurance (Australia) Limited ABN 78 003 191 035 (AFS Licence No: 239545).

Policy 1 - Insured Property

Exclusions

Exclusion 1 B now includes mould and has been amended to:

B lack of maintenance, rust, oxidation, corrosion, mould, Wear and Tear, fading, concrete or brick cancer, developing flaws, wet or dry rot, gradual corrosion or gradual deterioration or, failure to maintain Your Insured Property in a reasonably good state of repair. This includes when the damage to the Insured Property is caused by light, air, sand, the climate (which includes wind or rain) or the passage of time;