

# Financial Services Guide

## About this Financial Services Guide

This Financial Services Guide ("FSG") is an important document and has been prepared to help you decide whether to use the services we offer and contains information about how we are remunerated.

It also includes information about the insurance products we offer, our internal and external complaints procedures and any potential conflicts of interest we may have.

This FSG was prepared on 13 March 2025 and authorised by CoverRadar Group Pty Ltd.

## Who Are We, What Do We Do and How to Contact Us

We are Hutch Underwriting Pty Ltd, (ABN 846 552 56 134, Authorised Representative Number 001296345).

We are an authorised representative of CoverRadar Group Pty Ltd (ABN 146 412 25 809, AFS Licence No 523647), which is a related company.

We are authorised to deal in, provide general advice on, and provide a claims handling and settlement service for, general insurance products. We act on behalf of the insurer when we issue, vary and cancel insurance products.

Both companies can be contacted at:

Post: 17 Bridge St, Sydney, NSW, 2000  
Tel: 1300 256 056

## Who Do We Act For?

We act under binding authorities as an agent of certain underwriters at Lloyd's, and other insurers.

The binding authorities allow us to issue the insurance products on behalf of the insurers and not on your behalf.

This means that we are not acting on your behalf. If you are uncertain as to whether a product is suitable for you or meets your needs or specific circumstances, you should seek advice from your insurance broker.

To assist in your decision making, we may give you information about the insurance product by providing you with a Product Disclosure Statement ('PDS'). The PDS is an important document and, among other things, sets out the details of the issuer, what is covered, any exclusions, and any conditions which may apply.

You should carefully read the PDS to decide if the insurance 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.

Where we provide you with general advice, we will also provide you with a general advice warning. The general advice warning will be given in the same manner as the advice is provided (i.e. in writing or verbally). We do not provide personal advice to retail clients.

## Remuneration

We will receive commission from the insurer(s) when we issue, vary or renew an insurance product for you.

The commission we receive varies by product and is up to 30 percent of the insurance premium you pay exclusive of GST, stamp duty and any other government taxes, fees or charges.

We may also receive a profit share from the insurer(s). Due to the contingent nature of this share, it is not possible to determine the exact amount, if any, that we will receive until the end of the qualifying period.

We will charge you an administration fee for each policy issued or renewed. This fee is noted in your policy schedule, is payable in addition to the premium and varies by product.

This administration fee is not refundable in the event of cancellation unless we cancel the policy, either within the cooling-off period or as a full-term cancellation.

The commission and fees we receive are used by us to meet the distribution and other expenses we incur in providing our services to our clients, and the cost of performing services for the insurer(s) such as claims handling, marketing and underwriting.

You can ask us for further details of the remuneration that we receive. If you are interested in this information, you must ask us for it within a reasonable timeframe after receiving this FSG. You must ask us before we provide any insurance services to you.

## Complaints

If You have any concerns or wish to make a complaint in relation to our services, please let us know and we will attempt to resolve your concerns in accordance with our internal dispute resolution procedure.

Please contact Hutch Underwriting Pty Ltd in the first instance:



The Clear Way to Better Cover

W: [hutchunderwriting.com.au](http://hutchunderwriting.com.au) T: 1 300 256 056

Hutch Underwriting Pty Ltd ABN 846 552 56 134, L8, 17 Bridge Street, Sydney, NSW, 2000.  
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## Complaints Officer

Hutch Underwriting Pty Ltd  
Tel: 1 300 256 056  
E: [help@hutchunderwriting.com.au](mailto:help@hutchunderwriting.com.au)

We will acknowledge receipt of your complaint and do our utmost to resolve the complaint to Your satisfaction within 10 business days.

For complaints concerning cover provided under policies issued on behalf of certain underwriters at Lloyd's, if we cannot resolve your complaint to your satisfaction, we will escalate your matter to Lloyd's Australia, who will determine whether it will be reviewed by their office or the Lloyd's UK Complaints team. Lloyd's contact details are:

### Lloyd's Australia Limited

Email: [ldraustralia@lloyds.com](mailto:ldraustralia@lloyds.com)  
Telephone: (02) 8298 0783  
Post: Suite 1603 Level 16, 1 Macquarie Place, Sydney NSW 2000

A final decision will be provided to you within 30 calendar days of the date on which you first made the complaint unless certain exceptions apply.

You may refer your complaint to the Australian Financial Complaints Authority (AFCA), if your complaint is not resolved to your satisfaction within 30 calendar days of the date on which you first made the complaint or at any time. AFCA can be contacted as follows:

Telephone: 1800 931 678  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Post: GPO Box 3 Melbourne VIC 3001  
Website: [www.afca.org.au](http://www.afca.org.au)

Your complaint must be referred to AFCA within 2 years of the final decision, unless AFCA considers special circumstances apply. If your complaint concerns cover provided under policies issued on behalf of certain underwriters at Lloyd's and your complaint is not eligible for consideration by AFCA, you may be referred to the Financial Ombudsman Service (UK). You can seek independent legal advice, and also access any other external dispute resolution or other options that may be available to you.

## Professional Indemnity Insurance

CoverRadar Group holds professional indemnity insurance covering the provision of financial services by CoverRadar Group and its authorised representatives, including us. The policy meets the requirements of the *Corporations Act 2001* (Cth).

## Privacy Statement

We will collect personal information when you deal with us, our agents, other companies in our group, certain underwriters at Lloyd's, other Australian insurers, or suppliers acting on our behalf.

We use your personal information so we can do business with you, which includes issuing and

administering our products and services and processing claims.

Sometimes we might send your personal information overseas. The locations we send it to can vary but include Singapore and the UK the Philippines, India, Ireland, the UK, the US, China and countries within the European Union.

Our privacy policy describes in detail where and from whom We collect personal information, as well as where We store it and the full list of ways We could use it. To get a free copy of it please visit [hutchunderwriting.com.au/privacy](http://hutchunderwriting.com.au/privacy).

It's up to You to decide whether to give us your personal information, but without it we might not be able to do business with you, including not paying your claim.

Simply contact the Hutch's Privacy Officer on the details below if you would like to:

Access the personal information we hold about you;

Update or correct the information we hold about you;

Discuss your privacy concerns; or

Be removed from the mailing list to receive information about Hutch products and services

### The Privacy Officer

Hutch Underwriting  
17 Bridge Street, Sydney, NSW, 2000  
Telephone: 1 300 256 056  
E: [help@hutchunderwriting.com.au](mailto:help@hutchunderwriting.com.au)

Our Privacy Policy can be found online at [hutchunderwriting.com.au/privacy](http://hutchunderwriting.com.au/privacy)



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