

ADVANTAGES OF USING A BROKER EXPLAINED

Choosing the right insurance policy for a strata scheme can be complicated, frustrating and time-consuming. There are phone calls to insurers to get quotes, followed by hours spent pouring over the small print in policies to work out what's included and what's not.



- Do you know if you're getting the cover you need?
- Are you paying too much?
- What happens if you need to make a claim?

You need to feel confident you've adequately assessed the level of risk to make sure you have the right level of cover. But don't worry, there is help available...

Talk to an insurance broker.

Navigating the complexity

Insurance brokers are experts who act on your behalf. Many people assume using a broker will cost more. But that's not the case.

Brokers can save you time, money and worry. As a licensed intermediary that represents the interest of the customer, a broker forms part of the customer's entire insurance journey – from policy commencement and claims management to adjustment or renewal.

More than just negotiating competitive premiums

The advantages of a broker stretch further than just negotiating competitive premiums.

- Work alongside strata managers to **identify areas of risk** and recommend which risks to insure against. This can also help reduce the likelihood of a claim
- Provide an **added layer of security** knowing that the strata scheme's unique requirements are being reviewed by professionals who know what to look for and will keep you updated with any major industry changes that could affect the policy.
- **Strong relationships** with insurers mean brokers can often access policies that may not be available directly to customers and at better rates, potentially saving you money.
- Benefit from access to a team of experts who provide a **full claims management service** and can negotiate with insurers and loss adjusters on the strata scheme's behalf, challenging their decisions when we believe they're not right. Brokers know your rights under the policy and will ensure you receive the full policy benefits you're entitled to.
- A **single point of contact**, managing all the communication and negotiation with an insurer, and any third-party providers or specialists, such as loss adjusters.

MISCONCEPTION ONE: my premiums are higher because a commission is being paid. Commissions are an acknowledged part of the industry for placement of business, but they are not built into the premium. The commission agreement between broker and strata manager is separate. In return for a strata manager helping the broker to supply business, they pass on some, or all, of their earnings to the strata manager (usually between 0% to 25% of the base premium).

MISCONCEPTION TWO: strata managers don't do anything to earn a commission. Insurance commissions are paid for administrative work. When acting as an Authorised Representative, strata managers can carry out certain functions of an insurance broker to earn their commission. This includes maintaining full details and claims history of a property, paying premiums, obtaining certificates of currency and organising repairs and payment of excesses when dealing with a claim.

Overcoming owner objections

BCB has successfully partnered with strata managers for over 25 years. We understand strata and the role your strata manager plays in protecting your investment.

We also understand that some Owners' Committees hold strong views on the value of a broker. The below should help you handle some of those tricky objections.

Knowing when to outsource

BCB has over 25 years' experience in strata insurance and applicable legislation and is the largest specialist strata broker in Australia.

Our knowledge and buying power enable us to provide strata owners and strata managers with the best specialist cover available in the market at the most competitive premium, including access to Premium Funding which gives you the option of a Pay by the Month feature*.

However simple or complex, our claims team has an enviable track record of customer advocacy, helping customers achieve good claim outcomes and providing plain English explanations that our customers will understand.

We take pride in partnering with customers to help identify and work through issues that may affect insurance premiums and renewal terms. We know from our extensive broking and claims experience what makes a property an attractive risk for insurers, and we can offer advice on what's required to be an attractive risk.

*Third-party operated and may incur additional fees and charges

To find out more about how BCB can help you with strata insurance, please contact your local office.

The information provided is general. It does not constitute legal advice and should not be relied upon as legal advice. BCB recommends seeking advice from a qualified lawyer on any legal issues affecting you before acting on any legal matter. Whilst BCB endeavours to ensure the content of this information sheet is accurate, it does not represent or warrant its accuracy, adequacy or completeness and is not responsible for any loss suffered as a result of or in relation to the use of this information.

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QUESTIONS?

Please contact your nearest BCB office for any queries or advice.

