

# BUSINESS PROFILE AND CAPABILITY STATEMENT

## BUSINESS OVERVIEW AND CVP

- BCB is Australia's most experienced specialist strata insurance broker. We're fully owned by the Steadfast Group Limited, the largest insurer broker network in Australasia, with 475 broker members. This gives us superior market access and exclusive products to suit our clients' insurance and risk needs.



- We've partnered with Strata Managers for over 20 years, offering national scale, market leading technology and technical expertise for strata and community living property and related insurances
- By working independently in the interests of owners, BCB provides dedicated broking resources and inhouse claims expertise, including for large and catastrophic events.
- Our personalised insurance advice claims advocacy services and access to key broker only markets deliver flexibility and customised solutions for our clients. And it's the cornerstone of our reputation as trusted subject matter experts and a broker of choice.
- Our unwavering client centric focus relies on our agility. We can adapt services to suit any Strata Manager and align with their objectives to solve problems, remove complexity and help make well-informed insurance decisions.

**OUR CLIENT CENTRIC FOCUS  
ENABLES US TO WORK WITH  
ALL STRATA MANAGERS,  
ALIGNING TO THEIR OBJECTIVES,  
TO SOLVE PROBLEMS  
AND REMOVE COMPLEXITY.**

## RESOURCE CAPABILITIES AND SERVICE TEAMS

- With over 80 staff, BCB places policies and manages claims for over 22,000 bodies corporate nationally.
- Our Senior Managers and front-line advisory staff have significant specialised strata insurance, broking and claims management expertise.

Our specialist strata insurance staff successfully design and execute customised insurance risk solutions for complex large placements and/or multi-entity developments (PBC, BMC, BMG, Multi-OC etc.)

- From our established offices in Sydney, Melbourne, Brisbane, Gold Coast, Adelaide and Perth, we service clients Australia-wide.
- Our client service capabilities extend from individual policy placement to whole of business take-up and placement (including for Australia's largest strata management portfolio).
- BCB also provides ongoing training to strata managers to ensure they comply with ASIC guidelines when operating as our Authorised Representative.





## MARKET MANAGEMENT AND LEVERAGE

The Steadfast Group members place over 3.2 million insurance policies annually, generating over \$9bn in premiums for insurers. This allows BCB to access market-leading products and services at the most competitive premiums.

BCB also has access to an extensive range of member services.

- Model operating and compliance tools
- Procedures, manuals and training
- Legal, technical, banking and recruitment advice and assistance
- Group insurance arrangements
- Product comparison and placement support
- Claims support
- Group purchasing arrangements

BCB does more than simply source multiple quotes. We save you time and money by taking care of any policy complexities and product comparisons between insurers.

## TECHNOLOGY & INFRASTRUCTURE

- By operating on cloud-based platforms, our staff can operate their daily work schedule remotely or within our offices, as required, solving problems and processing endorsement requests.
- Using market-leading technology platforms, we deliver automated processing and provide optimal productivity.
- Our best in class, strategically client-oriented trading platforms provide business intelligence and data analytics.

BCB is a member of the National Insurance Brokers Association and subscribes to the General Insurance Brokers' Code of Practice. All Steadfast Network Insurance brokers are bound by the NIBA Code of Conduct. The Code governs the conduct between individual brokers & brokerages, specifically in relation to brokerage & fees when placing and cancelling business. A copy of the Code can be downloaded from NIBA's website at

[www.niba.com.au/codeofpractice/index.cfm](http://www.niba.com.au/codeofpractice/index.cfm)  
(Authorised Representative Model)

## WE LEVERAGE OUR EXTENSIVE EXPERIENCE TO ADVOCATE FOR YOUR BEST INTERESTS IN ALL CIRCUMSTANCES.

### QUESTIONS?

BCB provides Owners and their Strata Managers the comfort of an Authorised Rep model registered and monitored by ASIC. Contact your local BCB office for more information.

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