

BUSINESS PROFILE AND CAPABILITY STATEMENT

BUSINESS OVERVIEW AND CVP

- BCB is Australia's most experienced specialist strata insurance broker and part of the Steadfast Group member network, which has 426 general insurance brokerages in Australasia. 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 25 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 customers. And it's the cornerstone of our reputation as trusted subject matter experts and a broker of choice.
- Our unwavering customer 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 CUSTOMER 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 120 staff, BCB places policies and manages claims for over 30,000 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, Perth and Darwin, 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
(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 Representative model registered and monitored by ASIC. Contact your local BCB office for more information.

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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.



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