

## Intermediary FAQs

- Effective from 1 May 2020, Hostsure Underwriting Agency will be merging with Miramar Underwriting Agency. Both agencies are part of Steadfast Underwriting Agencies. While the Hostsure agency will progress to run-off, this change will allow the Miramar agency to deliver a consistent broker experience, centred around being more responsive, clearer in our articulation of appetite and more focused on developing relationships with broker clients.
- Importantly, all Hostsure staff will be retained within Steadfast Underwriting Agencies, and we will announce the details of those appointments soon.
- We recognise that the timing of this announcement is not ideal, and we appreciate that some brokers will have to face some challenging conversations with their clients to seek alternative markets. We apologise for the inconvenience caused.

### **Q. When will this change occur?**

- This is effective from 1 May 2020.

### **Q. What about existing business?**

- For all existing policies, there will be no change in relation to the current period of insurance.

### **Q. What about new business?**

- From 1 May 2020, Hostsure will not issue terms on any new business and your enquiry will be forwarded to Miramar for consideration.
- Miramar will consider new business enquiries for those risks that usually sit within Hostsure's community care, selected leisure activities and general liability risk appetite.
- Miramar will not be in a position to offer new business terms on pubs, adult entertainment venues and nightclubs.

### **Q. What about renewals?**

- From 1 May 2020, Hostsure will issue a decline to renew notice and Miramar will issue a policy invitation, where the risk fits within its risk appetite and underwriting guidelines.
- Miramar will not be in a position to offer terms on pubs, adult entertainment venues and nightclubs.

### **Q. What happens in the interim?**

Hostsure will continue to issue new business terms and renew policies incepting up to and including 30 April 2020.

### **Q. Will there be any changes to policy coverage?**

- The cover provided under the new Miramar policy wording is unchanged from the expiring Hostsure policy wording subject to the two following derogations of cover which apply to all policy wordings under our binder arrangement:
  - a new cyber and data exclusion.
  - a new biosecurity risk listed disease and infectious disease exclusion.

**Q. Will there be a change in insurer?**

- No, the insurance products will continue to be underwritten by Certain Underwriters at Lloyd's under the same binder arrangement.

**Q. Will there be an increase to premiums due to the change in agency?**

- Any premium increases are attributable to a variety of factors unrelated to the change to Miramar. These include rising inflation, increased reinsurance costs or other underwriting considerations (e.g. a lengthy claim history).

**Q. Who will handle claims?**

- There is no change to the current claims notification and handling process. All claims will continue to be managed by either our TPA, Proclaim Management Solutions Pty Ltd (Public and Products Liability Claims), or the Steadfast Underwriting Agencies internal claims team (Association Liability Claims).

**Q. Will there be any change to the people I deal with?**

- Our committed staff at Hostsure who you've dealt with over the years will in the most part remain as your key contact going forward. Should you have any further questions, please contact any of the following staff:
  - Alicia Kastrounis – Email: [akastrounis@hostsure.com.au](mailto:akastrounis@hostsure.com.au) or Phone: 02 9307 6632
  - James Dao – Email: [jdao@hostsure.com.au](mailto:jdao@hostsure.com.au) or Phone: 02 8262 2872
  - Jasmine D'Souza – Email: [jdsouza@hostsure.com.au](mailto:jdsouza@hostsure.com.au) or Phone: 02 8262 2877
  - Robyn Blackett - Email: [rblackett@hostsure.com.au](mailto:rblackett@hostsure.com.au) or Phone: 02 9307 6631
  - Julie Moon - Email: [jmoon@hostsure.com.au](mailto:jmoon@hostsure.com.au) or Phone: 02 8262 2861
  - Shaun Sirbadhoo – Email: [ssirbadhoo@hostsure.com.au](mailto:ssirbadhoo@hostsure.com.au) or Phone: 02 9307 6649

**Q. What about privacy?**

- Hostsure and Miramar abide by the same privacy policy which is available at [www.steadfastagencies.com.au](http://www.steadfastagencies.com.au) and on each of the respective websites for each agency. Your clients personal information will be collected, stored, used and disclosed in accordance with this privacy policy.
- If you would like more information about how personal information has been collected, stored, used and disclosed please refer to the privacy policy, the collection statement in the policy wording or contact the Privacy Officer by post PO Box A2016, Sydney South NSW 1235, phone +61 2 9307 6656 or email [privacyofficer@steadfastagencies.com.au](mailto:privacyofficer@steadfastagencies.com.au).

**Q. Will my existing arrangements with Steadfast Underwriting Agencies change?**

- All Steadfast Underwriting Agencies engage with our brokers in accordance with the Steadfast Underwriting Terms and Conditions of Trade. The Terms and Conditions of Trade are available at: [www.steadfastagencies.com.au](http://www.steadfastagencies.com.au).

**Q. Where can I find out more about Miramar?**

- The Miramar liability insurance product caters to low, medium and high hazard liability placements within corporate and SME sectors backed by the security of certain underwriters at Lloyd's.

- Miramar's liability team and products offer brokers the means to place specialised liability risks for their clients. Miramar can arrange cover under individual standalone liability policies and packaged cover in conjunction with other property products.
- See Miramar's risk appetite. Visit [www.miramaruw.com.au](http://www.miramaruw.com.au) or email [liability@miramaruw.com.au](mailto:liability@miramaruw.com.au).

**Q. Will there be any change to payments?**

- There will be a change to payment details. Please ensure you select the correct account when making payment.

**FOR PAYMENTS REGARDING EXISTING HOSTSURE POLICIES:**

SWIFT Code: MACQAU2S

Account Name: Hostsure Underwriting Agency Pty Ltd Trust Account

BSB Number: 182 – 222

Account Number: 2584 – 80201

Bank Name: Macquarie Bank Limited

Bank Address: 1 Shelley Street, Sydney NSW 2000

**FOR PAYMENTS REGARDING POLICIES WHICH TRANSITION TO MIRAMAR:**

SWIFT Code: MACQAU2S

Account Name: Miramar Underwriting Agency Pty Ltd Trust Account

BSB Number: 182 – 222

Account Number: 2308 – 47428

Bank Name: Macquarie Bank Limited

Bank Address: 1 Shelley Street, Sydney NSW 2000

Ends