

Frequently Asked Questions

Why have Chemmart arranged this?

Chemmart are always looking for ways to provide additional benefits and profits to its members. There are two key ways to provide this: through helping increase sales and reducing costs. In the last 12 months we have seen insurance premiums rise considerably for our members as well as a greater time wasted on administration if they make a claim.

With Sound Insurance's expertise, we have been able to negotiate a competitive insurance policy that has potentially greater cover than current insurance policies on offer as well as considerably cheaper insurance premiums.

Why are the premiums so much cheaper?

Insurance goes through peaks and troughs based on insurer's appetite for protecting your risks. In the last 12 months insurance premiums have risen considerably from other insurers in the market. By using the buying-power that comes with the Chemmart group, we have been able to negotiate excellent premiums for members from a highly-reputable underwriter who is interested in expanding in our industry.

Is the cover as good as my current insurance?

We cannot make a direct comment: your policy can only be compared on a case-by-case basis depending on what you have negotiated and agreed with your current underwriter.

However, this policy is an Industrial Special Risk policy: a particularly broad property & business interruption policy that typically has considerably more cover options than a standard business pack policy. Additionally, there are a number of excesses that we believe are considerably less than other policies in the market.

I've never heard of Sound Insurance, can I trust them to protect my business?

Chemmart have done considerable due diligence on Sound Insurance and have been involved in the research and development of the insurance program on offer. Sound Insurance Service is a corporate authorised representative of Insurance Advisernet Australia, which is one of the largest Australian networks of independent insurance advisors and a principal member of the National Insurance Brokers Association. In addition, and through partnership with the publicly listed Austbrokers Group who control over \$2.2 billion in gross written premium, we have further strengthened our ability to deliver a vast range of insurance products and services.

We're confident that by utilising the skills and expertise of Sound Insurance, the security of CGU and the responsiveness of Cunningham Lindsay's claims assessors, our insurance program is unrivalled in the industry.

What's the catch?

This insurance program is exclusive to Chemmart members only. Non-members will not have access to the same covers or premium discounts Sound Insurance have been able to agree with the underwriter.



Sound Insurance Services is a Corporate Authorised Representative (No. 410000) of Insurance Advisernet Australia Pty Ltd ABN 15 003 886 687, AFSL 240549



Will they pay my claims?

As part of the program, Cunningham Lindsay have been appointed to handle claims assessments. With 47 locations across Australia, we believe this will ensure that all members receive excellent service in response to a claim. Additionally, having Sound Insurance act on your behalf and provide independent and expert advice will help ensure that your claims are handled quickly and with a minimum of fuss.

What happens next?

The insurance program officially launches on June 1, 2013. Sound Insurance will be contacting all Chemmart members to answer questions, gather your insurance information and provide you with a comparative quote if you choose.

We urge you to consider receiving an alternative quote, if only for your own peace-of-mind. All Sound Insurance need to provide you with an accurate quote is a copy of your current insurance policy and terms to gather the necessary risk profiles and covers.

For very little work on your part, we believe you'll benefit greatly from the Chemmart program.

What if my insurance isn't due straight away?

You have two options:

1. Sound Insurance can arrange to contact you closer to your insurance renewal date to provide a quote, or
2. Sound Insurance can help you arrange a pro-rate refund on your existing insurance policy if you want to switch immediately.