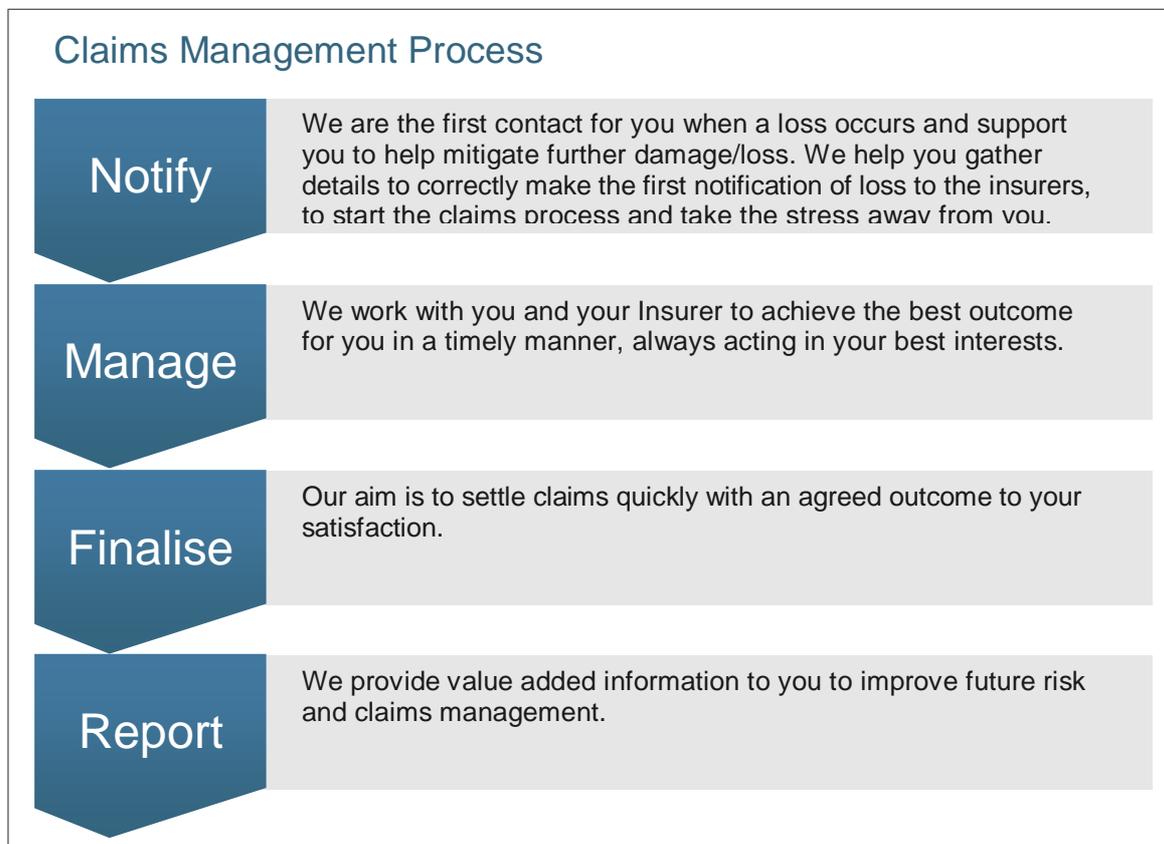




We know that when you have an insurance claim it can be a stressful time for you or your business. Keeping in regular contact with your broker to ensure your sums insured and cover is adequate and up to date is the most important thing you can do before a claimable event occurs.

However, if you do need to make a claim, we have a team of 45 claims professionals that are passionate about being an advocate for you.

This team has a wide array of experience from managing major claims catastrophes, dealing with multimillion dollar liability issues through to helping with a motor claim. With all this expertise chances are we have dealt with nearly every claimable situation imaginable. Our people are known for being technical experts in all classes of claims and industries. Our national scale also allows us to have the ability to call upon professionals from across the Australian and international insurance industry.



We recognise that every Australian region is unique. That's why our claims professionals are aligned to our 26 locations across the country so that they can understand and tackle local issues.

We know how to navigate through insurance company claims departments and will often get results that you might not if you were to navigate this process alone. We look for ways to reduce red tape – for example, we know which insurance companies no longer require cumbersome claims forms. Our experience is that the quicker the insurance company knows of the matter the quicker we can get solutions in place.

Australia is unfortunately familiar with large claims events (think bushfires, hailstorms, floods, cyclones) and we have a well-rehearsed approach to dealing with these catastrophes. Our relationships with insurance companies and loss adjusters also really assist you when there is a big claims event. We make it our mission to get things right the first time and deliver world class service.