

# CGU WORKERS COMPENSATION

## CUSTOMER FEEDBACK

How to provide us  
with your feedback



We believe customer service is something that can always be improved upon and we seek feedback from our customers on our products, people and services to identify opportunities for improvement.

If you have been pleased with the service you have received, please provide us with your feedback. We acknowledge our staff when positive feedback is received regarding their level of customer service.

Alternatively, if you have been dissatisfied with the service or if you have experienced delays in having your queries answered or delays in having your requests approved, then please contact us and we will be happy to assist you.

### What you need to do

There are a number of ways you can provide us with your feedback.

- Phone
  - ACT 1300 365 219
  - NT 1300 307 952
  - Tasmania 1300 365 014
  - WA 1300 307 952
- Write
  - NT and WA**  
Customer Feedback  
CGU Workers Compensation  
PO Box 77 Welshpool DC WA 6986
  - ACT and Tasmania**  
Customer Feedback  
CGU Workers Compensation  
PO Box 24113 Melbourne VIC 3001
- Email  
**workerscompclaims@iag.com.au**
- Fax  
**1300 038 395**
- Complete an online feedback form via our website  
**cgu.com.au**

Where it relates to a complaint, you will need to detail the issue/s and our staff will investigate and where possible, resolve the issue/s within five days.

All of the feedback we receive is reviewed on a regular basis to help us identify any processes and/or procedures that may need to be updated or improved.

### Privacy

Any personal information you provide to us will be collected, stored, used and disclosed in accordance with our Privacy Policy located at [www.cgu.com.au/privacy](http://www.cgu.com.au/privacy). Additionally, any sensitive information will only be used for the primary purpose for which it is collected. If you cannot access our Privacy Policy through our website, please contact us on **13 15 32** and we will send you a copy.

We operate in ACT, NT, Tasmania and WA as **Insurance Australia Limited**  
ABN 11 000 016 722 trading as CGU Workers Compensation



Insurer  
**Insurance Australia Limited**  
ABN 11 000 016 722 AFSL 227681  
trading as CGU Workers Compensation