

I NEED ASSISTANCE WITH

Policy requests (For any follow ups of the original request please call the team directly for all products - see CGU Contact Sheet)

<ul style="list-style-type: none"> Claims history requests Endorsement requests (For any follow ups of the original request please call the team directly) LOA Requests Certificate of Currency requests NSW Stamp Duty Exemption Form 	<p>These requests should be referred to product underwriting teams</p>	<ul style="list-style-type: none"> Padlock Packages & Comm Motor C&E Motor Fleet Liability Property Professional Risks Rural Lines Personal Lines 	<ul style="list-style-type: none"> padlockunderwriting@cgu.com.au smeunderwriting.sa.nt@cgu.com.au uw.constructionandengineering.sa.nt@cgu.com.au uw.fleet.sa.nt@cgu.com.au uw.liability.sa.nt@cgu.com.au uw.property.sa.nt@cgu.com.au cguprisaunderwriting@cgu.com.au uw.ric.sa.nt@cgu.com.au cgupli@cgu.com.au
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<p>Manual renewals for SME (including Padlock), Rural Lines and Personal Lines Policies.</p>	<p>These should be available on NOVUS, https://securdocs.semagroup.com.au/cgube/default.asp If not, please refer to the SME, Rural or Personal Lines Team. For access to NOVUS refer to "System's Request" below</p>	<ul style="list-style-type: none"> smeunderwriting.sa.nt@cgu.com.au uw.ric.sa.nt@cgu.com.au cgupli@cgu.com.au
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System support

<p>EDI Support</p>	<p><u>EDI Template Request</u> – For all EDI related technical issues, please complete this form and email to edi.support@cgu.com.au</p> <ol style="list-style-type: none"> Can't pick up renewal on sunrise Can't bind as they have copied and pasted in notes section Can't add additional insured Issue with importing an EDI policy Issues with polices transferring from old account to new account number Accidentally cancelled on sunrise <p>** Note this is not for ARN's or underwriting referrals. Only for EDI technical support</p>
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<p>PI Connect assistance</p>	<p>1800 128 376</p>	<p>cgupiconnect@cgu.com.au</p>
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System and Stationery requests

<p>CGU Policy booklet stationery orders request</p>	<p>PDS request to be submitted via the CGU portal Follow up and enquiries via email link</p>	<p>operations.support@cgu.com.au</p>
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<p>Requesting NOVUS access (CGU document depository) Link to NOVUS site https://securdocs.semagroup.com.au/cgube</p>	<p>Details to be included in email for NOVUS access request</p> <ul style="list-style-type: none"> Intermediary Name Account Number(s) Individual Name Email address 	<p>operations.support@cgu.com.au</p>
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<p>CGU Portal access request</p>	<p>These include</p> <ul style="list-style-type: none"> UBuild Access Padlock Access Claims Portal Access Learning+ Crop Insure 	<p>To be referred to your Broker Relationship Partner</p>
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<p>CGU Portal - resetting password <u>CGU Portal login (auiaq.corp)</u></p>	<p>If you have forgotten your password, please reset it via https://www.cgu.com.au/eai/reset. You will receive the email within 10 minutes if your current email matches that registered to your username. Please request password reset to prevent locking the account after three unsuccessful attempts. Still having problems? Email CGU Help: cguhelp@cgu.com.au, Alternatively, ring 1300 760 658</p>
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Account Enquiries or Issues

Update my CGU account number details	Account name, address, phone number, EFT details, ABN	operations.support@cgu.com.au
Commission enquiries	To be referred to your Broker Relationship Partner	
Payment enquiries	<ul style="list-style-type: none"> Commission payment enquiries Policy payment enquiries 	cgupac@cgu.com.au

Underwriting Escalation Contacts

	Name	Phone	Email
Padlock Underwriting	David Edwards	(08) 7326 5804	David.Edwards@cgu.com.au
	Owen Furlong	(03) 9657 9043 or 0411 010 568	Owen.Furlong@cgu.com.au
	Darren Hill	(03) 8804 9041 or 0411 010 557	Darren.Hill@cgu.com.au
Packages & Comm Motor	Maria Radic	(08) 9264 7371	Maria.Radic@cgu.com.au
	Stephen Daly	0411 011 220	Stephen.Daly@cgu.com.au
	Vicki Goff	0411 014 640	Vicki.Goff@cgu.com.au
Rural Lines	Felicity Cole	(03) 9204 2374 or 0411 012 767	Felicity.Cole@iag.com.au
	Fiona Benfield	(03) 5329 4104 or 0411 012 347	Fiona.Benfield@iag.com.au
Personal Lines	Sarah Jackson	0411 011 174	Sarah.Jackson@iag.com.au
	Anna Cobiac	0411 011 052	Anna.Cobiac@cgu.com.au
Construction and Engineering	Harry Tsavaris	0411 010 464	Harry.Tsavaris@cgu.com.au
	Sean Pietersz	0411 013 396	Sean.Pietersz@cgu.com.au
Motor Fleet	Kelly Justyna	0478 263 215	Kelly.Justyna@iag.com.au
	Charlie Koscielski	0466 529 150	Charlie.Koscielski@iag.com.au
Liability	Craig James	0411 010 316	Craig.James@cgu.com.au
Property	John Lynch	(03) 9916 3759 or 0411 010 571	John.Lynch@cgu.com.au
Schemes, Facilities and Global	Mary O'Shea	0418 364 402	Mary.OShea@iag.com.au
Professional Risks	Jonathan Martin	(08) 8405 6108 or 0433 498 785	Jonathan.Martin@cgu.com.au

Claims Lodgement and Enquiries

Claims - Lodgement	1. Lodgements via Portal	https://www.cgu.com.au/eai/login
	2. Phone	13 24 80
	3. Email	newclaims@cgu.com.au
Claims - Enquiries	1. Phone	13 24 80
	2. Email	claims@cgu.com.au
Professional Risks Claims lodgements and enquiries	1. Phone	(03) 9601 8709
	2. Email	priclaims@cgu.com.au
	3. Postal address	GPO Box 4609 Melbourne VIC 3001
Liability Claims lodgements and enquiries	1. Phone	1300 038 407
	2. New claims Email	newclaimslability@iag.com.au
	3. Email for existing Claims	liabilityclaims@iag.com.au
	4. Postal address	GPO Box 4756 Melbourne VIC 3001

Claims Escalations Contacts – General

	Name	Phone	Email
Property Supported			
Commercial	Heidi Brasell Nicole Baker	(07) 3087 6110 or 0411 011 580 (02) 9502 7789 or 0466 426 785	Heidi.Brasell@cgu.com.au Nicole.Baker@cgu.com.au
Domestic	Natalie Williams Heidi Brasell	(08) 7326 5500 or 0411 011 198 (07) 3087 6110 or 0411 011 580	Natalie.Williams@cgu.com.au Heidi.Brasell@cgu.com.au
Property Managed			
Commercial	Natalie Norman Tracey-Lee Swaney	(02) 9292 3461 or 0411 014 398 (07) 3354 9803 or 0415 453 445	Natalie.Norman@iag.com.au Tracey-Lee.Swaney@cgu.com.au
Domestic	Ethel Sibal Phillip Bennet Rebecca Vella	(02) 8895 7378 or 0411 011 098 (08) 9264 2018 (02) 9292 9128 or 0411 012 972	Ethel.Sibal@cgu.com.au Phillip.X.Bennett@iag.com.au Rebecca.Vella@cgu.com.au
C&E, Corporate Property and Large Loss	Linda Copley	(02) 9292 9752	Linda.Copley@cgu.com.au
Motor			
SA	Tracey Pottage	(08) 6399 5519 or 0411 012 272	Tracey.Pottage@iag.com.au
Liability	Lisa Fidgeon Melissa Godino Milad Boustany Eden Matene	(03) 7025 9437 (03) 7025 9422 (03) 7025 9421 (03) 7025 9460	Lisa.Fidgeon@cgu.com.au Melissa.Godino@iag.com.au Milad.Boustany@iag.com.au Eden.Matene@iag.com.au
Professional Risks	Oenone Ritman Melissa Gojak	(03) 9601 8607 (03) 9601 8944	Oenone.Ritman@cgu.com.au Melissa.Gojak@cgu.com.au
Claims Relationship Manager	Sadie Buckingham	0421 733 348 or (08) 9278 1206	Sadie.Buckingham@cgu.com.au