

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)

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| <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.qld@cgu.com.au uw.constructionandengineering.qld@cgu.com.au uw.fleet.qld@cgu.com.au uw.liability.qld@cgu.com.au uw.property.qld@cgu.com.au priqldunderwriting@cgu.com.au uw.ric.qld@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.qld@cgu.com.au uw.ric.qld@cgu.com.au cgupli@cgu.com.au |
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System support

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| <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

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| <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> |
| <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> |
| <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> |
| <p>CGU Portal - resetting password</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> | |
| <p><u>CGU Portal login</u> (auiaq.corp)</p> | | |



Account Enquiries or Issues

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| 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 enquiriesPolicy payment enquiries | cgupac@cgu.com.au |

Underwriting Escalation Contacts

| | Name | Phone | Email |
|--------------------------------|--------------------|--------------------------------|-------------------------------|
| Padlock Underwriting | 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 | 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 010 052 | 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 | Michael Taylor | 0411 010 051 | Michael.Taylor1@cgu.com.au |
| Property | Robert Tedesco | (02) 8224 4832 or 0407 897 807 | Robert.Tedesco@cgu.com.au |
| Schemes, Facilities and Global | Mary O'Shea | 0418 364 402 | Mary.OShea@iag.com.au |
| Professional Risks | Natasha Mckerrow | (07) 4529 8913 or 0411 010 539 | Natasha.Mckerrow@cgu.com.au |

Claims Lodgement and Enquiries

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| 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 | newclaimsliability@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 | | | |
| QLD | Ebony Case | (02) 4231 2163 | Ebony.Case@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 | Scott Osberg | 0458 059 545 or (07) 3337 8745 | Scott.Osberg@iag.com.au |