

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.wa@cgu.com.au uw.constructionandengineering.wa@cgu.com.au uw.fleet.wa@cgu.com.au uw.liability.wa@cgu.com.au uw.property.wa@cgu.com.au cguprivicunderwriting@cgu.com.au uw.ric.wa@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.wa@cgu.com.au uw.ric.wa@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>
<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/eail/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: cguhlp@cgu.com.au, Alternatively, ring 1300 760 658</p>	
<p><u>CGU Portal login (auiag.corp)</u></p>		



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 • Commission payment enquiries cgupac@cgu.com.au
 • Policy payment enquiries

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 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	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	newclaimsliaability@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**Property Supported**

Commercial	Heidi Brasell	(07) 3087 6110 or 0411 011 580	Heidi.Brasell@cgu.com.au
	Nicole Baker	(02) 9502 7789 or 0466 426 785	Nicole.Baker@cgu.com.au

Domestic	Natalie Williams	(08) 7326 5500 or 0411 011 198	Natalie.Williams@cgu.com.au
	Heidi Brasell	(07) 3087 6110 or 0411 011 580	Heidi.Brasell@cgu.com.au

Property Managed

Commercial	Natalie Norman	(02) 9292 3461 or 0411 014 398	Natalie.Norman@iag.com.au
	Tracey-Lee Swaney	(07) 3354 9803 or 0415 453 445	Tracey-Lee.Swaney@cgu.com.au

Domestic	Ethel Sibal	(02) 8895 7378 or 0411 011 098	Ethel.Sibal@cgu.com.au
	Phillip Bennet	(08) 9264 2018	Phillip.X.Bennett@iag.com.au
	Rebecca Vella	(02) 9292 9128 or 0411 012 972	Rebecca.Vella@cgu.com.au

C&E, Corporate Property and Large Loss	Linda Copley	(02) 9292 9752	Linda.Copley@cgu.com.au
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Motor

WA	Tracey Pottage	(08) 6399 5519 or 0411 012 272	Tracey.Pottage@iag.com.au
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Liability

	Lisa Fidgeon	(03) 7025 9437	Lisa.Fidgeon@cgu.com.au
	Melissa Godino	(03) 7025 9422	Melissa.Godino@iag.com.au
	Milad Boustany	(03) 7025 9421	Milad.Boustany@iag.com.au
	Eden Matene	(03) 7025 9460	Eden.Matene@iag.com.au

Professional Risks	Oenone Ritman	(03) 9601 8607	Oenone.Ritman@cgu.com.au
	Melissa Gojak	(03) 9601 8944	Melissa.Gojak@cgu.com.au

Claims Relationship Manager	Sadie Buckingham	0421 733 348	Sadie.Buckingham@cgu.com.au
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