



# CONNECTING CLAIMS

## FAQ's for Brokers

### What new initiatives are happening at CGU claims?

With the Total Loss prediction AI tool, we aim to cut down the process to just three steps:

- The customer lodges the claim and tells us about the accident circumstances. Artificial intelligence scans that lodgment data and uses predictors to identify if the vehicle is a likely total loss.
- If the AI flags it as a likely total loss, the claims consultant gets notified instantly, and they allocate it to salvage, where an assessor will confirm if it is a total loss.
- The Assessor at the salvage yard then informs the Claims team.

With this change, we have seen the total loss claims duration reduce by 8-9 days because we have cut out that wait time for assessment.

### What is our enhanced loss adjusting panel?

We made some changes to our loss adjustors. You told us we were too reliant on just one loss adjustor, so we have now increased that to a panel of 9 loss adjusters.

We are also implementing a Delegated Authority limit of \$100,000 to Loss Adjusters on claims they manage. The purpose of the delegated authority limit will be to authorise and fast-track the claims experience via our partnered property suppliers.

We believe that providing a Delegated Authority Limit and allowing the loss adjusters authority to approve claims via our Property Partners will:

- Create a seamless process for our customers and ensure our customers' recovery journey is quicker than the current process.
- Mitigate loss by working with our Property Partners to fast-track claim approval.
- Develop relationships with builders, content restorers and loss adjusters to ensure smooth claims management.
- Reduce claim life cycle and delays to our Property Partners.
- Increase in panel conversion and reduction of cash settlements due to customer trust and cohesiveness with property partners, including adjusters.
- Improved customer and broker satisfaction and retention of policy.

### What if I have a particular loss adjuster partner preference?

If you want to work with a specific loss adjustor, please contact us to discuss.

### What is a Rapid Claim?

Rapid Claim is an expedited claims management process whereby certain less-complex claims are approved and finalised soon after lodgment:

- Straightforward property claims are lodged via the CGU online broker portal.
- A claim not requiring a supplier or assessor, where the item will be repaired or replaced by the insured and paid a settlement/reimbursement.

- We prioritise and manage rapid claims through our Rapid pathway - approved and settled within 5 working days.

### **What is the Rapid Claim process?**

Claims are lodged via the broker claims portal with minimal documents requested to be uploaded:

- Quote of invoice to repair or replace.
- Report from a qualified repairer for building.
- Fusion claims.
- For contents items, just proof of loss (photo receipt).

All other information is already captured at lodgment. If we have all the required information, claims will be paid on the next business day.

### **What are the key benefits of the Rapid Claim process?**

- Reduction in turnaround times.
- CGU is open and transparent with our claims processing.
- Ability to provide your clients with certainty on the claims process with CGU.
- Reduction in touch points process CGU claims with your teams.
- Unique customer offering that you can use to promote with your clients.
- We still pay the claims, which takes away the risk associated with delegated authority.
- Cost benefits in your teams if claims can be turned around faster.
- It helps us continue to enhance our claims offering – looking to the future of AI and beyond.

### **We have created a template that you can use with your clients to access the Rapid Claims offering**

We have a special relationship with your insurer, which means your claim could be fast-tracked and paid quickly within 5 working days, as long it is a valid policy, the claim and meets the fast-track criteria and all the information is provided at lodgment. Remember to give us all the information requested upfront. Your claim may only be assessed as a valid fast-track claim with all the information requested.

Below is the information you need to provide us with so we can start the Fast Track Claim process. If you are unsure or need help, please contact us so we can help you.

- The date, time, and location of where the loss occurred.
- A detailed explanation of what happened and what was damaged or lost.
- Photos showing the damage claimed.
- A quote or invoice to repair the damage to your home or contents, or if not repairable, to replace the item/s.
- A report from a qualified repairer for building damage or fusion claims.
- Receipt and invoice showing you own the item(s) claimed.
- For tenant claims, a copy of the last inspection report.
- For faster payment, your EFT (Electronic Funds Transfer) banking details.

- Your ABN (Australian Business Number) and ITC (Input Tax Credit) % for both premium and claim.

### What's next?

We will continue to invest in digital through FY24, meaning you will be able to do more online. For example, CGU customers can now pay their excess online.

We recently went live with a digital solution to bypass claims teams for glass-only motor claims, for which customers are now connected directly with windscreen repairers for those glass-only claims removing the need for direct interaction with claims teams. This has already reduced the turnaround time on these claim types.

Call our lodgment phone number, select motor glass claim, and you will be directed to one of our glaziers (no need to lodge a claim with CGU first). Alternatively, you can directly call O'Brien's or Instant Windscreen with your policy number. Repairs are organised, and CGU pays the invoice in the background. You will receive a claims finalisation advice once the claim is closed.

### Who are our CGU Claims contacts if I have any additional questions?

- Ben Szczerbinski: National Claims Relationship Manager - [Ben.szczerbinski@cgu.com.au](mailto:Ben.szczerbinski@cgu.com.au)
- Scott Osberg: Claims Relationship Specialist QLD/NT - [Scott.osberg@cgu.com.au](mailto:Scott.osberg@cgu.com.au)
- Jason Boutcher: Claims Relationship Specialist VIC/TAS [Jason.boutcher@cgu.com.au](mailto:Jason.boutcher@cgu.com.au)
- Sadie Buckingham: Claims Relationship Specialist SA/WA - [Sadie.buckingham@cgu.com.au](mailto:Sadie.buckingham@cgu.com.au)
- Ryley Schofield: Claims Relationship Specialist NSW/ACT - [Ryley.schofield@cgu.com.au](mailto:Ryley.schofield@cgu.com.au)
- Andrew Howard: Claims Relationship Specialist [Andrew.howard@cgu.com.au](mailto:Andrew.howard@cgu.com.au)