

Submission 16

Question	Answer
Agreement	I have read the SIRA submission procedure *
Can we publish your submission?	Yes, but I prefer to remain anonymous
Name of organisation or individual making this submission	
Authorised delegate/contact person	[REDACTED]
Position	Accounts/Admin Manager
Organisation	[REDACTED]
Postal address	[REDACTED]
Email	[REDACTED]
Phone number	[REDACTED]
Policy number (if applicable)	
Claim number (if applicable)	
Insurer (icare, Allianz, EML, GIO)	

Question	Answer
----------	--------

What has been your experience with workers compensation premiums issued by the Nominal Insurer (icare)?

no problems, but they did decide that we should be part of a group after operating for 18 months.

Please attach any evidence to support your statements.	No file uploaded
--	------------------

What should the Nominal Insurer (icare) be doing more of?

Please attach any evidence to support your statements.	No file uploaded
--	------------------

What should the Nominal Insurer (icare) be doing less of?

Please attach any evidence to support your statements.	No file uploaded
--	------------------

Are there any improvements you would like to suggest regarding premiums?

Please attach any evidence to support your statements.	No file uploaded
--	------------------

What has been your experience with workers compensation premiums issued by the Nominal Insurer (icare)?

Question	Answer
Please rate your experience with workers compensation premiums issued by the Nominal Insurer (icare) from 5 (excellent) to 1 (poor).	Not applicable
What has been your experience with the management of claims by the Nominal Insurer (icare) and scheme agents EML, Allianz and GIO?	very poor, lack of communication and information. they can take a month to respond to an email
Please attach any evidence to support your statements.	No file uploaded
From your perspective, what impact has icare's new claims management processes had on return to work outcomes and the customer experience?	they have had no input on RTW and offered no support to us. in the past, an agent would contact me to discuss RTW and if any help was needed.
Please attach any evidence to support your statements.	No file uploaded
What should the Nominal Insurer (icare) and/or its scheme agents EML, Allianz and GIO be doing more of?	answering queries sooner. waiting a month is unacceptable. follow up cases, especially to employers with minimal experience handling claims
Please attach any evidence to support your statements.	No file uploaded
What should the Nominal Insurer (icare) and/or its scheme agents EML, Allianz and GIO be doing less of?	they should not assume that employer's know how to handle a claim, RTW or payments.

Question	Answer
Please attach any evidence to support your statements.	No file uploaded
Are there any improvements you would like to suggest regarding claims management?	case manager's should be contacting employer on a regular basis to check all is well and offer help.
Please attach any evidence to support your statements.	No file uploaded
Please rate your experience with the management of claims by the Nominal Insurer (icare) and/or its scheme agents EML, Allianz and GIO from 5 (excellent) to 1 (poor).	Not applicable
Are there other matters or areas you would like to comment on?	
Please attach any evidence to support your statements.	No file uploaded
Are there any improvements you would like to suggest in these areas?	
Please attach any evidence to support your statements.	No file uploaded
Do you have any other issues or ideas about the Nominal Insurer (icare) that you want to share?	

Question

Answer

Please attach any evidence to support your statements.

No file uploaded