

Submission 12

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	
Organisation	
Postal address	
Email	[REDACTED]
Phone number	[REDACTED]
Policy number (if applicable)	
Claim number (if applicable)	
Insurer (icare, Allianz, EML, GIO)	
What has been your experience with workers compensation premiums	

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

issued by the Nominal Insurer (icare)?

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)?

Please rate your experience with workers compensation premiums issued by the Nominal Insurer (icare) from 5 (excellent) to 1 (poor).	Not applicable
--------------------------------------------------------------------------------------------------------------------------------------	----------------

Question	Answer
<p>What has been your experience with the management of claims by the Nominal Insurer (icare) and scheme agents EML, Allianz and GIO?</p>	<p>So hard to find escalation points and CMs are not proactive.</p> <p>Claims are just being accepted or PL without going through proper investigation and timeline is not followed</p>
<p>Please attach any evidence to support your statements.</p>	<p>No file uploaded</p>
<p>From your perspective, what impact has icare's new claims management processes had on return to work outcomes and the customer experience?</p>	<p>Workers tend to not return to work earlier. Workers and ER are not happy</p>
<p>Please attach any evidence to support your statements.</p>	<p>No file uploaded</p>
<p>What should the Nominal Insurer (icare) and/or its scheme agents EML, Allianz and GIO be doing more of?</p>	<p>Touching base with workers</p>
<p>Please attach any evidence to support your statements.</p>	<p>No file uploaded</p>
<p>What should the Nominal Insurer (icare) and/or its scheme agents EML, Allianz and GIO be doing less of?</p>	
<p>Please attach any evidence to support your statements.</p>	<p>No file uploaded</p>

Question	Answer
<p>Are there any improvements you would like to suggest regarding claims management?</p>	<p>More training for CM and more CM</p>
<p>Please attach any evidence to support your statements.</p>	<p>No file uploaded</p>
<p>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).</p>	<p>Not applicable</p>
<p>Are there other matters or areas you would like to comment on?</p>	
<p>Please attach any evidence to support your statements.</p>	<p>No file uploaded</p>
<p>Are there any improvements you would like to suggest in these areas?</p>	
<p>Please attach any evidence to support your statements.</p>	<p>No file uploaded</p>
<p>Do you have any other issues or ideas about the Nominal Insurer (icare) that you want to share?</p>	
<p>Please attach any evidence to support your statements.</p>	<p>No file uploaded</p>