

**SUBMISSION**

To: consultation@sira.nsw.gov.au

From: *Betts Transport Pty. Limited*

**Business Address:**

*Uralla Rd*

*WALCHA 2354*

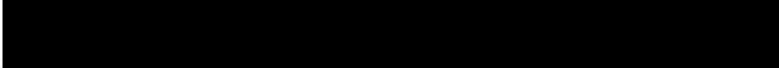
**Contact Person**



**Contact Number**



**Contact Email**



- I
- do
  - do not

*Please tick one*

wish to have our submission published.

## 1.0 PREMIUMS

1.1 Please rate your experience with workers compensation premiums issued by the Nominal Insurer (icare) from 5 (excellent) to 1 (poor)

1 (Poor)       2 (Fair)       3 (Neutral)       4 (Good)       5 (Excellent)

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

Not exact, they can't do direct debit so we have to pay, then they direct debit.

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

Being more proactive.

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

Sending out invoices with 10 months of payments that have been paid.

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

They need to be exact.

## 2.0 CLAIMS MANAGEMENT

2.1 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)

1 (Poor)

2 (Fair)

3 (Neutral)

4 (Good)

5 (Excellent)

2.2 What has been your experience with the management of claims by the Nominal Insurer (icare) and/or its scheme agents EML, Allianz and GIO?

*Have not had a claim.*

2.3 From your perspective, what impact has icare's new claims management processes had on return to work outcomes and the customer experience?

*N/A.*

2.4 What should the Nominal Insurer (icare) and/or its scheme agents EML, Allianz and GIO be doing *more* of?

*N/A.*

2.5 What should the Nominal Insurer (icare) and/or its scheme agents EML, Allianz and GIO be doing *less* of?

*N/A*

2.6 Are there any improvements you would like to suggest regarding claims management?

*N/A*

### 3.0 OTHER QUESTIONS

3.1 Are there any other matters or areas you would like to comment on?

I have connected with  
[REDACTED] he  
apologizes for the their  
inefficiencies

3.2 Are there any improvements you would like to suggest in these areas?

Please go back to us as  
business people dealing direct  
with the Insurance Companies.

3.3 Do you have any other issues or ideas about the Nominal Insurer (icare) that you want to share?

They can't deal with  
I care they are just so  
inefficient - staff have no  
idea what you are talking  
about; no one answers  
your emails. I would  
hate to have a  
claim.