

From: [REDACTED]
To: [consultation](#)
Cc: [REDACTED]
Subject: Review of the Nominal Insurer (iCare) - [REDACTED] anonymous submission
Date: Monday, 24 June 2019 4:52:49 PM

A submission to the compliance and performance review of the workers compensation Nominal Insurer, icare.

A small company's experience.

I'm delighted to hear that iCare is being reviewed - perhaps the result of significant dissatisfaction from (presumably) many/most of its customers?

My impression is that iCare Workers Insurance business is being run for profit at the expense of its customers.

We were very happy with CGU who were efficient & responsive (unlike iCare).

I have nothing positive to say about iCare - they have caused me significant stress & resulted in much wasted time.

Virtually all interactions with iCare have been problematic.

Customer service & issue resolution is appalling - iCare rarely responds to emails & online form enquiries & complaints

iCare has grossly inflated renewal premiums (on several occasions) ie significantly above Actuals from previous year

Refunds have taken over 6 months & only then received due to contacting SIRA.

Despite a recent request to base our 2019/20 premium on Actuals, iCare have AGAIN grossly inflated renewal premiums

iCare have sent claims for late payment when our premiums was paid on time.

Many many people have ranked iCare at one star in online reviews (majority of high star ratings come from their staff - no doubt, an iCare exercise to lift their review scores).

We'd prefer if our comments were published anonymously.

Regards

[REDACTED]

PS We have received excellent support from SIRA.

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