

Submission 61

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	Office/Quality 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
<p>What has been your experience with workers compensation premiums issued by the Nominal Insurer (icare)?</p>	<p>Just as hard to understand as when we had our policy through a private insurer.</p>
<p>Please attach any evidence to support your statements.</p>	<p>No file uploaded</p>
<p>What should the Nominal Insurer (icare) be doing more of?</p>	
<p>Please attach any evidence to support your statements.</p>	<p>No file uploaded</p>
<p>What should the Nominal Insurer (icare) be doing less of?</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 regarding premiums?</p>	
<p>Please attach any evidence to support your statements.</p>	<p>No file uploaded</p>
<p>What has been your experience with workers compensation premiums issued by the Nominal Insurer (icare)?</p>	
<p>Please rate your experience with workers compensation premiums</p>	<p>Not applicable</p>

Question	Answer
<p>issued by the Nominal Insurer (icare) from 5 (excellent) to 1 (poor).</p>	
<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>Despite numerous emails and phone calls requesting a breakdown of the amounts paid to us for a claim all I received was automated responses saying they had received my email/s. In the end I gave up.</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>This was the first claim our company has had and sincerely hope I never to have to submit another claim.</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>Actually get their agents to speak to clients, and respond when they ask repeatedly for information.</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>Ignoring repeated requests for information until the client just gives up!</p>

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?	See above
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