

Submission 145

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	WHS Advisor
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)?

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?	My experience has been poor. There has been poor communication with iCare and EML. I never know where they are at with the claim. I can email through required document but nothing is actioned until I call.
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?	I haven't seen much of a process at all. I will get a call when I submit a claim and then maybe I'll get an email follow up before I have to contact again to find out where they are at with the claim.
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?	Better communication. Right now there is zero communication and we do not know what is happening with claims.
Please attach any evidence to support your statements.	No file uploaded
What should the Nominal Insurer (icare) and/or its	

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

scheme agents EML, Allianz and GIO 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 claims management?

Better communication

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

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

Please attach any evidence to support your statements.

No file uploaded