



Managing Claims

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Comcover works across the Commonwealth Government to help Fund Members manage their insurance requirements.

Thousands of claims are dealt with every year, from property loss or damage to Commonwealth assets, to litigation cases brought against a department or agency.

The Comcover Claims Team has experience and skills in managing matters such as motor vehicle damage, loss of personal effects, illness or injury, through to issues such as cyclone or storm damage, employment disputes and major Commonwealth Government litigation matters.

For highly technical and specialised issues, the team also engages with Comcover's Legal Services Parcelling Arrangement (CLSPA) to obtain high quality and timely insurance-related legal advice.

Help us to help you

To reduce the Government's exposure to insurance claims, Comcover encourages Fund Members to help us minimise claims and losses. Through initiatives such as our risk management education and training, we are helping to build the knowledge and skills of those responsible for managing risk across the Australian Public Service.

An accredited Risk Management for Government qualification is being developed, and agencies will also be able access future training products that can be used as the basis to develop their own training initiatives.

In the event of a claim

Notifying us early of an incident that could lead to a claim is essential, even if at the time you talk to us there has been no demand from a third party. And doing this early is essential for Comcover to protect a Fund Member's interest and minimise any subsequent loss.

For complex matters, you can call our Claims Team or your Relationship Manager to discuss the issue and get some advice on next steps. We'll then request that the details be sent through to us for formal assessment and action.

Five steps for Fund Members

Fund Members should take the following steps when a claim is likely to be, or has been made:

- notify Comcover;
- preserve any evidence;
- complete the claim form documentation;
- provide supporting documentation and information;
- refer all communication concerning the matter to Comcover.

You can notify us through an Incident Notification on the Comcover Gateway, by phone (phone contact details provided below) or email claims@comcover.com.au. Make sure you provide as much information as possible on the claim, or the potential claim.

Comcover seeks to settle claims as quickly as possible and we rely on the cooperation of Fund Members to do this. In most cases property claims are paid back to Fund Members (rather than to third parties) within a few months, or earlier if all information is available to Comcover.

Throughout the process, we keep you up-to-date through regular phone and email contact, and progress reports. Insurance and risk managers can also access claims reports through the Comcover Gateway.

Further information on reporting a claim (or a potential claim) is available from Comcover's website at: <http://www.finance.gov.au/comcover/claims.html>

For more information on the claims process, contact your Relationship Manager or the Comcover claims team on 1800 651 540 (option 1).