



Comcover Relationship Management Services

January 2015

Comcover works in partnership with its Fund Members to deliver an effective insurance programme and to promote a culture of risk management across the Commonwealth Government.

Each Fund Member has a dedicated Relationship Manager to support and guide them through the development and maintenance of their insurance and risk programme. In recent years this service has been complemented by the introduction of new online services, such as the Comcover Launchpad and the Comcover Gateway, which provide a self-help facility for some of the routine insurance processes, such as reporting an incident or making a claim, accessing key insurance and risk documents, producing customised claims reports, and accessing the Comcover Learning System.

Our service delivery model

Relationship Management is a pivotal function and is central to the delivery and success of Comcover's services.

The Relationship Management team is comprised of both outsourced contractors (from Gallagher Bassett Services) and Department of Finance employees. This integrated team provides an appropriate balance of insurance and government expertise which, based on Comcover's experience, reflects the needs of Fund Members.

The Relationship Management team is located within Comcover at the Department of Finance in Canberra.

Relationship Managers:

- provide advice and assistance to Fund Members on insurance and risk related matters;
- support Fund Members through the annual renewal process in relation to cover;
- provide access to Comcover's IT services; and
- identify opportunities to connect Fund Members with other Comcover services.

Talk to us

Relationship Managers can be contacted on 1800 651 540 (option 3) or via comcover@comcover.com.au.

Alternatively, Fund Members can access the direct contact details of their allocated Relationship Manager via the Comcover Gateway.