

## All Victorian Intermediaries

### Update from Calliden Group

In response to the Victorian bushfires, Calliden immediately mobilised its 50% owned claims management company, Claims Services Australia (CSA).

In addition to an experienced claims management team located in Melbourne, CSA has dedicated internal assessors working on the ground in the affected areas. CSA is also utilising the services of other major assessing firms.

### Calliden Brands

Calliden operates under a number of different brands represented by dedicated CSA teams. If your clients who have been affected by the fires have not yet lodged a claim, we encourage them to do so by using the following contact details:

- Calliden Insurance (including Dawes (Motor) and Sports Underwriting) – **1300 880 037**
- ARGIS Insurance – **1300 734 617**
- Mansions of Australia – **1300 302 868**
- Interruption Underwriting Agencies – **1800 223 623**

Copies of insurance documents are not required to make a claim. We will use our customer records to confirm cover and provide copies of the relevant documents if needed.

### **THE FOLLOWING INFORMATION IS APPLICABLE TO DOMESTIC POLICY HOLDERS ONLY**

#### Emergency Assistance

For emergency purposes, initial cash payments up to \$5,000 associated with a domestic related claim can be made available and paid promptly into a nominated bank account if required.

#### Claim Settlement

Policy holders who have lost their homes will be offered the option of rebuilding on the existing site, rebuilding at another location or Cash settlement.

Cash settlement will provide a quick and responsive way of settling total loss claims and Calliden will insure we make this a fair and attractive option incorporating an amount for specific policy benefits.

#### Temporary Accommodation

Calliden will offer a proportion of the benefit as part of any Cash settlement. We recognise that individual circumstances will vary depending on the decision to rebuild or not.

#### Removal of Debris

If the policyholder chooses a Cash settlement, an allowance for removal of debris will be included where the policy benefit is in addition to the sum insured. If rebuilding is selected, payment of this benefit will be treated in accordance with the policy wording.

#### Excess

Calliden will not apply the standard policy excess for claims arising from the Victorian bushfires.

### Renewal

Renewals of policies in bushfire affected areas will be offered. We will also extend the time for payment of renewal premiums.

### Clients with special needs

If your clients have any special needs or suffering from financial difficulties as a result of the fires, please do not hesitate to raise this with us so that we can provide the most appropriate response and support.

### “Here to Help”

As part of our commitment to supporting customers, Calliden has entered into an agreement with Davidson Trahaire Corpsych to provide psychological support for Calliden customers who are victims of the bushfires under a program called “ Here to Help “

### What Services Are Available To Customers Affected?

- Access to a 1300 help line to obtain counselling and psychological support
- Up to 4 hours of face to face or telephone counselling for individuals and their families
- High quality counselling provided by qualified and experienced clinical staff
- Calliden customers can access services immediately for a period of 12 months (until February 2010)

### How do Customers access services?

- Customers call 1300 360 364
- Customers identify themselves as calling for “ Here to Help “
- Customers make an appointment to talk to or see a counsellor at a convenient time and convenient location

All services are free and confidential for Calliden customers.

Calliden is committed to assisting your affected clients in the most appropriate ways we can. For specific claims related matters please promote to your clients the numbers specified above.

For all other general queries in relation to the Victorian Bushfires and Calliden’s response please contact either Jim Pappas, National Manager, Claims & IT Liaison on 03 9637 1410 or Mike Hooton, Group Executive, Marketing and Distribution on 02 9551 1150.