

BROKERS IN QLD

QUICK REFERENCE GUIDE

CGU

I NEED ASSISTANCE WITH		DETAILS	
Policy request/issues/follow up			
<ul style="list-style-type: none">• Claims history requests• Endorsement requests or follow ups• LOA Requests• Certificate of Currency requests• NSW Stamp Duty Exemption form	These requests should be referred to product underwriting teams	SME incl. Padlock C&E Motor Fleet Liability Property Professional Risks Rural Lines Personal Lines	smeunderwriting.qld@cgu.com.au UW.ConstructionAndEngineering.QLD@cgu.com.au UW.Fleet.QLD@cgu.com.au UW.liability.QLD@cgu.com.au UW.Property.QLD@cgu.com.au priqldunderwriting@cgu.com.au uw.ric.qld@cgu.com.au cgupli@cgu.com.au
Manual renewals for SME & Padlock policies	These should be available on NOVUS, https://securdocs.semagroup.com.au/cgube If not, please refer to SME Team. For access to NOVUS refer to “System’s Request” below		smeunderwriting.qld@cgu.com.au
Schedule or renewal term request for padlock	These should be available on NOVUS, https://securdocs.semagroup.com.au/cgube If not, please refer to SME Team. For access to NOVUS refer to “ System’s Request” below		smeunderwriting.qld@cgu.com.au
CGU Policy booklet stationery orders request	PDS request to be submitted via the CGU portal Follow up and enquiries via email link		www.cgu.com.au/eai/login
EDI Support	<ol style="list-style-type: none">1. Can’t pick up renewal on sunrise2. Can’t bind as they have copied and pasted in notes section3. Can’t add additional insured4. Importing of EDI policies5. Issues with policies transferring from old account to new account number6. Accidentally cancelled on sunrise <p>** Note this is not for ARN’s or underwriting referrals. Only for EDI technical support</p>		edi.support@cgu.com.au
System’s Request			
Requesting NOVUS admin Link to NOVUS site https://securdocs.semagroup.com.au/cgube	<ol style="list-style-type: none">1. Set up access for Intermediary Individuals2. Suspend or Remove Intermediary Individuals <p>Details to be included in email for NOVUS access request</p> <ul style="list-style-type: none">• Intermediary Name• Account Number(s)• Individual Name• Email address		operations.support@cgu.com.au
CGU Portal access request	These include <ul style="list-style-type: none">• UBuild Access• Padlock Access• Claims Portal Access• Learning+• Crop Insure		To be referred to your Account Partner
CGU Portal - resetting password	Your username format is ‘extfirstname_lastname’ If you have forgotten your password, please reset it via https://www.cgu.com.au/eai/reset and a new password will be emailed to your shortly Still having problems? Email CGU Help. Alternatively, ring 1300 781 780 option 1		cguhelp@cgu.com.au
CGU online application request			
PI Connect assistance	1800 128 376	cgupiconnect@cgu.com.au	
Workers Compensation General Enquiries	All NSW queries regarding workers compensation should be directed to iCare - 13 44 22 National Risk States (ACT,NT,TAS & WA) 02 6240 4770	underwriting.operations@icare.nsw.gov.au NationalAccounts.Sydney@cgu.com.au	

Account Enquiries or Issues

Update my CGU account number details Account name, address, phone number, EFT details, ABN operations.support@cgu.com.au

Commission enquiries To be referred to your Account Partner

Payment enquiries

- Commission payment enquiries cgupac@cgu.com.au
- Policy payment enquiries

Underwriting Escalation Points

SME/Padlock Underwriting	Andrew McGregor	(07) 3337 8732 or 0423 199 373	Andrew.McGregor@cgu.com.au
Construction and Engineering	Patrick Dunn	(07) 3337 8709 or 0411 014 177	Patrick.Dunn@cgu.com.au
Motor Fleet	Jodie Jeffrey	(07) 3087 6600 or 0407 680 919	Jodie.Jeffrey@cgu.com.au
Liability	Laura Lawrence	(02) 8895 7329 or 0411 010 139	Laura.Lawrence@cgu.com.au
Mid Market Property	Robert Tedesco	(02) 8224 4832 or 0407 897 807	Robert.Tedesco@cgu.com.au
Professional Risks	David Hamilton	(02) 9082 4288 or 0411 010 877	David.Hamilton@cgu.com.au
Rural Lines	Ashlynn Holt	(03) 4373 0913 or 0411 013 488	Ashlynn.Holt@cgu.com.au
Personal Lines	Cindy Cameron	(08) 8233 1023 or 0411 255 349	Cindy.Cameron@cgu.com.au

Claims Lodgement and Enquiries

Claims - Lodgement 1. Lodgements via CGU Claims Portal newclaims@cgu.com.au
2. Email
3. 13 24 80

Claims - Enquiries 1. Email claims@cgu.com.au
2. 13 24 80

Professional Risks Claims lodgements and enquiries cgupriclaims@cgu.com.au

Claims Escalation Points

Domestic Property including Landlords	Sherein Fardeen Heidi Brasell	(02) 9292 9123 (07) 3087 6110	Sherein.Fardeen@cgu.com.au Heidi.Brasell@cgu.com.au
Commercial Property	Kelli Haidle Ashlee Hay Cassandra Sherwood	(07) 3337 8778 (07) 3087 6638 (07) 3087 6429	Kelli.Haidle@cgu.com.au Ashlee.Hay@cgu.com.au Cassandra.Sherwood@iag.com.au
Commercial Property Complex Claims	Mark Brassell Linda Copley	(02) 9292 9103 (02) 9292 9752	Mark.Brassell@cgu.com.au Linda.Copley@cgu.com.au
Domestic/Commercial/Fleet Motor	Julie Gottschling Melissa Cooper	(02) 9292 8490 (07) 3087 6805	Julie.Gottschling@iag.com.au Melissa.Cooper@iag.com.au
Liability Professional Risks	Oenone Ritman	(03) 9601 8607	Oenone.Ritman@cgu.com.au

Broker and Agency QLD Team

Tiana Iuvale	State Manager, Broker Solutions QLD	(02) 9292 3509	Tiana.Iuvale@cgu.com.au
Luke Giles	Sales Co-ordinator	(07) 3337 8735	Luke.Giles@cgu.com.au
Maree Kenny	Claims Relationship Partner	(07) 3337 8661	Maree.Kenny@cgu.com.au
Greg Beale	Account Partner	0417 480 218	Gregory.Beale@cgu.com.au
Brendan Behm	Account Partner	(07) 3337 8721	Brendan.Behm@cgu.com.au
Courtney Houston	Account Partner	(07) 3337 8812	Courtney.Houston@cgu.com.au
Sarah Norrie	Account Partner	(07) 3337 8600	Sarah.Norrie@cgu.com.au
Shane O'Hanlon	Account Partner	(07) 3337 8614	Shane.OHanlon@cgu.com.au
Scott Osberg	Account Partner	(07) 3337 8745	Scott.Osberg@cgu.com.au
Amy Panuccio	Account Partner	0411 011 269	Amy.Panuccio@iag.com.au
Mark Stig	Business Relationship Partner	(07) 3337 8748	Mark.Stig@cgu.com.au
Amanda Theodosiou	Business Relationship Partner	(07) 3337 8785	Amanda.Theodosiou@cgu.com.au

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Insurer
Insurance Australia Limited
ABN 11 000 016 722 AFSL 227681
trading as CGU Insurance