

BROKERS IN SA/NT

QUICK REFERENCE GUIDE



I NEED ASSISTANCE WITH	DETAILS		
Policy requests (For any follow ups of the original request please call the team directly for all products – see CGU Contact Sheet)			
<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 	<p>These requests should be referred to product underwriting teams</p>	<ul style="list-style-type: none"> SME incl. Padlock C&E Motor Fleet Liability Property Professional Risk Rural Lines Personal Lines 	<ul style="list-style-type: none"> smeunderwriting.sa.nt@cgu.com.au uw.constructionandengineering.sa.nt@cgu.com.au uw.fleet.sa.nt@cgu.com.au uw.liability.sa.nt@cgu.com.au uw.property.sa.nt@cgu.com.au cguprisaunderwriting@cgu.com.au uw.ric.sa.nt@cgu.com.au cgupli@cgu.com.au
Manual renewals for SME (including Padlock), Rural and Personal Lines policies	<p>These should be available on NOVUS, https://securdocs.semagroup.com.au/cgube/default.asp</p> <p>If not, please refer to SME, Rural or Personal Lines Team.</p> <p>For access to NOVUS refer to "System's Request" below</p>		smeunderwriting.sa.nt@cgu.com.au
System Support			
EDI Support	<ol style="list-style-type: none"> Can't pick up renewal on sunrise Can't bind as they have copied and pasted in notes section Can't add additional insured Importing of EDI policies Issues with polices transferring from old account to new account number 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
PI Connect Assistance	1800 128 376		cgupiconnect@cgu.com.au
System and Stationery Requests			
CGU Policy booklet stationery orders request	<p>PDS request to be submitted via the CGU portal</p> <p>Follow up and enquiries via email link</p>		operations.support@cgu.com.au
Requesting NOVUS access	<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
<p>Link to NOVUS site https://securdocs.semagroup.com.au/cgube</p>			
CGU Portal access request	<p>These include</p> <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	<p>Your username format is 'extfirstname_lastname'</p> <p>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</p> <p>Still having problems? Email CGU Help.</p> <p>Alternatively, ring 1300 781 780 option 1</p>		cguhlp@cgu.com.au
Workers Compensation Requests			
Workers Compensation Requests	<p>Workers Compensation – NT</p> <p>Michael Rochford (08) 9264 2100</p>		workerscompensation.riskstates.nt@iag.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	<ul style="list-style-type: none"> Commission payment enquiries Policy payment enquiries 		cgupac@cgu.com.au

Underwriting Escalation Points

SME/Padlock Underwriting	John Hilhorst	(08) 7326 5813 or 0411 010 415	John.Hilhorst@cgu.com.au
Construction and Engineering	Andrew Prout	(03) 9916 3142 or 0411 014 792	Andrew.Prout@cgu.com.au
Motor Fleet	Scott Gangell	(03) 9916 3975 or 0457 941 129	Scott.Gangell@cgu.com.au
Liability	Craig James	(08) 8233 1034 or 0411 010 316	Craig.James@cgu.com.au
Property	Travis Boddenberg	(03) 9279 5123 or 0411 011 240	Travis.Boddenberg@cgu.com.au
Professional Risks	Najibi Bisso	(03) 8630 1520 or 0411 014 917	Najibi.Bisso@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 and enquiries	1. Lodgements via Claims Portal 2. Claims Consultant's details provided via Claims portal 3. Claims enquiries 13 24 80 4. Any other enquiries via email link	newclaims@cgu.com.au
Claims - Enquiries	1. Email 2. 13 24 80	claims@cgu.com.au
Professional Risks Claims lodgements and enquiries		cgupriclaims@cgu.com.au

Claims Escalation Points

Domestic property including Landlords	Sherein Fardeen Rebecca Vella	(02) 9292 9123 (02) 9292 9128	Sherein.Fardeen@cgu.com.au Rebecca.Vella@cgu.com.au
Commercial Property	Phillip Bennett	(08) 7326 5504	Phillip.X.Bennett@iag.com.au
Complex and Specialty 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	Richard Farley	0411 014 949	Richard.Farley@cgu.com.au
Liability	Steven Brown	(03) 7025 9415	Steve.Brown@cgu.com.au
Professional Risks	Oenone Ritman	(03) 9601 8607	Oenone.Ritman@cgu.com.au

Broker Solutions SA/NT Team

Joseph Clifton	State Manager, Broker Solutions SA/NT	0411 013 094	Joseph.Clifton@cgu.com.au
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Matthew Miller	Business Relationship Partner	0417 867 963	Matthew.Miller@cgu.com.au
Geoff Pemberton	Business Relationship Partner	0411 011 818	Geoff.Pemberton@cgu.com.au
Becky Rowe	Business Relationship Partner	0407 836 528	Becky.Rowe@cgu.com.au
Cameron Thomas	Business Relationship Partner	0411 011 823	Cameron.Thomas@cgu.com.au
Darren Virgo	Business Relationship Partner	0411 014 644	Darren.Virgo@cgu.com.au
Sharon Bacon	Account Partner	0417 008 081	Sharon.Bacon@cgu.com.au
Tim Just	Account Partner	0418 585 702	Tim.Just@cgu.com.au
Toni-lee Vincent	Account Partner	0417 884 035	Toni-lee.Vincent@cgu.com.au
Mark Fitzgerald	Claims Relationship Manager	(08) 8233 1781	Mark.D.Fitzgerald@cgu.com.au

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