

BROKERS IN VIC

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 (For any follow ups of the original request please call the team directly) LOA Requests Certificate of Currency requests NSW Stamp Duty Exemption form 	<p>These requests should be referred to product underwriting teams</p>	<p>SME incl. Padlock C&E Motor Fleet Liability Property Professional Risks Rural Lines Personal Lines</p>
		<p>smeunderwriting.vic.tas@cgu.com.au uw.constructionandengineering.vic.tas@cgu.com.au uw.fleet.vic.tas@cgu.com.au uw.liability.vic.tas@cgu.com.au uw.property.vic.tas@cgu.com.au cguprivicunderwriting@cgu.com.au uw.ric.vic.tas@cgu.com.au cgupli@cgu.com.au</p>
Manual renewals for SME (including Padlock), Rural Lines and Personal Lines Policies.	<p>These should be available on NOVUS, https://securdocs.semagroup.com.au/cgube/default.asp If not, please refer to the SME, Rural or Personal Lines Team. For access to NOVUS refer to "System's Request" below</p>	<p>smeunderwriting.vic.tas@cgu.com.au uw.ric.vic.tas@cgu.com.au cgupli@cgu.com.au</p>
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 policies 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 Follow up and enquiries via email link</p>	operations.support@cgu.com.au
<p>Requesting NOVUS access (CGU document depository)</p> <p>Link to NOVUS site https://securdocs.semagroup.com.au/cgube</p>	<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	<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. Alternatively, ring 1300 781 780 option 1</p>	cguhhelp@cgu.com.au
Workers Compensation Requests		
Victorian Workers Compensation New or General Requests	1800 066 204	wcvicpremium@cgu.com.au
National Workers Compensation New or General Requests	N/A	nationalaccounts.melbourne@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	Adriana Rotondi Owen Furlong	(03) 9657 6804 or 0411 010 188 (03) 9657 6820 or 0411 010 568	Adriana.Rotondi@cgu.com.au Owen.Furlong@cgu.com.au
Construction and Engineering	Andrew Prout	(03) 9279 5518 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 Lucas Koraitzas	(08) 8233 1034 or 0411 010 316 (03) 9916 3770 or 0411 010 304	Craig.James@cgu.com.au Lucas.Koraitzas@cgu.com.au
Property	Travis Boddenberg	(03) 9279 5123 or 0411 011 240	Travis.Boddenberg@cgu.com.au
Professional Risks	Takdees Zaman	(03) 9279 5177 or 0411 010 172	Takdees.Zaman@cgu.com.au
Rural Lines	Ryan James	(03) 4373 0982 or 0411 010 578	Ryan.James@cgu.com.au
Personal Lines	Cindy Cameron	(08) 8233 1023 or 0411 255 349	Cindy.Cameron@cgu.com.au

Broker Solutions VIC/TAS Team

Jacinta Chisholm	State Manager, Broker Solutions Victoria and Tasmania	0411 014 115	Jacinta.Chisholm@cgu.com.au
Justin Wheeler	Team Leader	0437 062 660	Justin.Wheeler@iag.com.au
Elisa Gatti	Sales Co-ordinator	0411 011 675	Elisa.Gatti@cgu.com.au
Adam Gibson	Business Relationship Partner	0412 769 219	Adam.Gibson@cgu.com.au
Shaun Morzinek	Business Relationship Partner	0427 918 923	Shaun.Morzinek@cgu.com.au
Damien Lied	Business Relationship Partner	0411 011 382	Damian.Lied@cgu.com.au
Brad Dodge	Business Relationship Partner Tasmania	0419 291 374	Bradley.Dodge@cgu.com.au
Peter Dean	Account Partner	0417 524 007	Peter.Dean@cgu.com.au
Brett McKinnis	Account Partner	0417 564 039	Brett.Mckinnis@cgu.com.au
Damon Young	Account Partner	0417 356 941	Damon.Young@cgu.com.au
Leonie Aisbett	E-Commerce Account Partner	0417 520 653	Leonie.Aisbett@cgu.com.au
Des Cossio	Account Partner	0411 010 991	Desley.Cossio@cgu.com.au
Mathew Calleja	Account Partner	0437 359 574	Mathew.Calleja@cgu.com.au
Madi Ward	Account Partner	0411 012 545	Madi.Ward@cgu.com.au

Claims Lodgement and Enquiries

Claims - Lodgement	1. Lodgements via CGU Claims Portal 2. Email 3. 13 24 80	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	Rebecca Vella	(02) 9292 9128 or 0411 011 098	Rebecca.Vella@iag.com.au
Commercial Property	Deborah Morris Pakize Ceker	(03) 9657 6026 or 0411 010 372 (03) 8680 7694 or 0411 010 315	Deborah.Morris@iag.com.au Pakize.Ceker@iag.com.au
Complex & Specialty Claims	Linda Copley	(02) 9292 9752	Linda.Copley@cgu.com.au
Domestic/Commercial/ Fleet Motor	Katherine MacDonald Rhonda Lee	(03) 9601 8075 (02) 8661 9294	Katherine.MacDonald@iag.com.au Rhonda.Lee@iag.com.au
Liability	Steve Brown Maria Haughey Julie O'Brien Charlene Clark	(03) 9601 8616 (03) 7025 9432 or 0466 949 332 (03) 7025 9450 or 0411 014 382 (08) 6185 9724	Steve.Brown@cgu.com.au Maria.Haughey@cgu.com.au Julie.O'Brien@iag.com.au Charlene.Clarke@wfi.com.au
Professional Risks	Oenone Ritman	(03) 9601 8607	Oenone.Ritman@cgu.com.au
Claims Relationship Manager	Jason Boutcher Andrew Howard	(03) 6345 3557 or 0411 011 841 (03) 9601 8668 or 0403 875 774	Jason.Boutcher@cgu.com.au Andrew.Howard@iag.com.au

