

BROKERS IN WA

QUICK REFERENCE GUIDE



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 	<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.wa@cgu.com.au uw.constructionandengineering.wa@cgu.com.au uw.fleet.wa@cgu.com.au uw.liability.wa@cgu.com.au uw.property.wa@cgu.com.au cgupriwaunderwriting@cgu.com.au uw.ric.wa@cgu.com.au cgupli@cgu.com.au</p>
Manual renewals for SME & Padlock policies	<p>These should be available on NOVUS, https://securdocs.semagroup.com.au/cgube/default.asp If not, please refer to SME Team. For access to NOVUS refer to "System's Request" below</p>		smeunderwriting.wa@cgu.com.au
Schedule or renewal term request for padlock	<p>These should be available on NOVUS, https://securdocs.semagroup.com.au/cgube/default.asp If not, please refer to SME Team. For access to NOVUS refer to "System's Request" below</p>		smeunderwriting.wa@cgu.com.au
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
EDI Support	<ol style="list-style-type: none"> 1. Can't pick up renewal on sunrise 2. Can't bind as they have copied and pasted in notes section 3. Can't add additional insured 4. Importing of EDI policies 5. Issues with policies transferring from old account to new account number 6. 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			
<p>Requesting NOVUS access (CGU document depository) 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' 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</p>		cguhlp@cgu.com.au
CGU online application request			
PI Connect assistance	1800 128 376		cgupiconnect@cgu.com.au
Workers Compensation General Enquiries	All WA queries regarding workers compensation should be directed to (08) 9264 2933		workerscompclaims@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

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

Underwriting Escalation Points

SME/Padlock Underwriting	Maria Radic	(08) 9264 7371	Maria.Radic@cgu.com.au
Construction and Engineering	Andrew Prout	(03) 9916 3142 or 0411 014 792	Andrew.Prout@cgu.com.au
Motor Fleet	Kyla Wearing	(08) 9264 2042 or 0411 011 529	Kyla.Wearing@cgu.com.au
Liability	Tami Sorensen	0411 011 622	Tami.Sorensen@cgu.com.au
Mid Market Property	Travis Boddenberg	(03) 9918 5768 or 0411 011 240	Travis.Boddenberg@cgu.com.au
Professional Risks	Alex Andrade	(08) 9254 3761 or 0401 393 507	Alex.Andrade@iag.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
2. Email claims@cgu.com.au
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

Commercial Claims Sadie Buckingham (08) 9278 1206 or 0421 733 348 Sadie.Buckingham@cgu.com.au

Broker and Agency WA Team

Meicha McCagh	State Manager, Broker Solutions WA	(08) 9254 3616	Meicha.Mccagh@cgu.com.au
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