

BROKERS IN NSW/ACT

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 request • 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 Risk Rural Lines Personal Lines</p>	<p>SMEUnderwriting.NSW.ACT@cgu.com.au UW.ConstructionAndEngineering.NSW.ACT@cgu.com.au UW.Fleet.NSW.ACT@cgu.com.au UW.Liability.NSW.ACT@cgu.com.au UW.Property.NSW.ACT@cgu.com.au cguprinswunderwriting@cgu.com.au uw.ric.nsw.act@cgu.com.au cgupli@cgu.com.au</p>
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 the SME, Rural or Personal Lines team.</p> <p>For access to NOVUS refer to “System’s Request” below</p>		SMEUnderwriting.NSW.ACT@cgu.com.au
System Support			
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
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 Link to NOVUS site https://securdocs.semagroup.com.au/cgube	<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.</p> <p>Alternatively, ring 1300 781 780 option 1</p>		operations.support@cgu.com.au
Workers Compensation Requests			
Workers Compensation General Requests	<p>All NSW queries regarding workers compensation should be directed to iCare - 13 44 22</p> <p>National Risk States (ACT,NT,TAS & WA) 02 6240 4770</p>		<p>underwriting.operations@icare.nsw.gov.au</p> <p>NationalAccounts.Sydney@cgu.com.au</p>

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	Hayden Ofsoski	(02) 9082 4340 or 0421 145 754	Hayden.Ofsoski@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
Property	Robert Tedesco	(02) 8224 4832 or 0407 897 807	Robert.Tedesco@cgu.com.au
Professional Risks	David D 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 Paula Smith	(02) 9292 9123 (02) 8661 5000	Sherein.Fardeen@cgu.com.au Paula.Smith@cgu.com.au
Commercial Property	Kyle McCurran Natalie Norman	(03) 8630 1125 (02) 9292 3461	Kyle.McCurran@iag.com.au Natalie.Norman@cgu.com.au
Complex & 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	Julie Gottschling Nicole Baker Melissa Cooper	(02) 9292 8490 (02) 8661 9925 (07) 3087 6805	Julie.Gottschling@iag.com.au Nicole.Baker@cgu.com.au Melissa.Cooper@iag.com.au
Liability	Steven Brown	(03) 9601 8616	Steve.Brown@cgu.com.au
Professional Risks	Oenone Ritman	(03) 9601 8607	Oenone.Ritman@cgu.com.au

Broker and Agency NSW/ACT Team

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Michael Walker	Account Partner	(02) 8224 4857	Michael.J.Walker@cgu.com.au
Sue Field	Account Partner	(02) 9088 9634	Sue.Field@cgu.com.au
Styve Tebbutt	Account Partner	(02) 8895 0480	Styve.Tebbutt@cgu.com.au

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