



Sports • Leisure • Licensed Clubs

Claim Servicing

Sports Underwriting Australia Pty Ltd

SPORTS UNDERWRITING AUSTRALIA CLAIMS CONTACTS

Property Claims

Lodgement

E: propertyclaims@sportsunderwriting.com.au
Ph: 1300 880 037

Servicing

Charbel Shalala

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SUA Claims Manager
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Liability Claims:

Lodgement

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Ph: 1300 880 037

Liability Claims (continued)

Servicing

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Jenny Miner

Liability & Litigated Claims Manager
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Personal Accident Claims

Lodgement

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Servicing

Toui Thanphana

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Personal Accident Claims (continued)

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OUR COMMITMENT TO BROKERS

Acknowledgment

- All new claims to be acknowledged within 48 hours
- Urgent claims where action is required to mitigate the loss to be acknowledged within 4 business hours

Management

- A response within 3 business days of the initial acknowledgement, detailing the status and outlining any further information required
- An update every 15 business days as to the progress of the claim
- Urgent correspondence to be actioned within 24 hours
- Non-urgent correspondence to be actioned within 3 days
- All phone calls to be returned within 4 hours

Externally assessed claims

- Assessor will contact the customer within 6 hours of appointment
- Assessor will attend the site within 48 hours of initial customer contact unless otherwise agreed
- 1st report to be produced within 5 business days of site attendance
- Any subsequent and final reports to be produced within 5 business days of receiving any requested information

*Please note, in the event of a catastrophe, event specific procedures will be implemented and communicated.

FEEDBACK

If you are not experiencing the commitment outlined above or have any feedback in relation to claims management in general, please contact our office immediately on 03 8862 2600 or email feedback@sportsunderwriting.com.au