



MEDIA RELEASE

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ALLIANZ TO TRANSITION FROM CURRENT icare WORKERS INSURANCE CLAIMS MANAGEMENT ROLE THIS YEAR

[icare](#) (Insurance & Care NSW) has announced the disengagement of Allianz from its current role as a scheme agent by 31 December 2018. This is the next phase of icare's transformation of the NSW workers compensation scheme.

Elizabeth Uehling, Acting Group Executive icare Workers Insurance, said the disengagement forms part of icare's new customer-focused claims management model and its commitment to deliver a simplified, empathetic and consistent experience.

"In the last six months we have transitioned from five to three claims managers and introduced a new model that provides the right levels of support tailored to each claim," Ms Uehling said.

"A key part of this program has been to operate with fewer scheme agents so that icare can better manage the experience of workers and employers, and support the best return to work outcomes across the whole scheme.

"Our move to fewer providers began with the transition of claims from CGU and QBE which concluded at the end of 2017. Allianz's transition is the next stage of the program," Ms Uehling said.

icare workers compensation customers can expect their claims currently being managed by Allianz to transfer to EML and GIO in the second half of 2018.

"An experienced transition team within icare is working closely with all our claims service providers to minimise impact to employers and injured workers," Ms Uehling said.

"The team is squarely focused on supporting customers and keeping stakeholders well-informed throughout the transition to their new provider.

"This change aligns with other new initiatives we are developing this year so we can deliver better service for our customers. This includes providing employers with a single contact point for easier interaction and better management of claims.

Ms Uehling thanked Allianz for their many years of strong performance and enormous support and commitment in providing quality workers compensation services to injured workers and employers.

"Allianz remains an important partner and will continue supporting icare's Insurance for NSW business, which services NSW government agencies, in the delivery of workers compensation claims management services," Ms Uehling said.

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About icare: icare (Insurance & Care NSW) is the insurance and care provider for NSW.

We insure 3.7 million workers, motorists and builders and 296,000 employers. For more information, visit: www.icare.nsw.gov.au

