



MEDIA RELEASE

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icare CUSTOMER IMPROVEMENTS MOVE TO NEXT STAGE

[icare](#) Group Executive Workers Insurance, John Nagle, today announced that NSW businesses and injured workers can expect to experience a significant enhancement in service delivery following the conclusion of the selection process for claims service partners beyond 2017.

[icare](#) has selected EML, GIO and Allianz as partners to provide claims services in the NSW Workers Compensation Scheme beyond this year. CGU and QBE will not continue as service providers, CGU following their withdrawal from the selection process.

“At icare we put our customers at the centre of all that we do and we are enthusiastic about the next stage of our customer service enhancements,” Mr Nagle said.

“Both injured workers and NSW employers can expect to have a simplified, empathetic and consistent experience with our main claims partners moving forward.

“Our new claims model is about moving from an adversarial model to empowerment and choice for employers and injured workers. It is focused on supporting the needs of our customers in their journey to recover and return to work, regardless of the simplicity or complexity of their claim.

“In EML, GIO and Allianz we are confident we have selected claims partners with strong experience, expertise and qualifications in delivering customer-centric workers insurance services and outcomes for injured workers and employers, and the willingness and drive to further improve.

“As we move to further enhance the claims experience into 2018, these partners are best placed to manage the transition given their alignment to icare’s values and goals.

“This important announcement today further builds on the transfer of all new and renewing workers insurance policies to icare, which commenced in March. The new service already delivers on customers’ needs with more than 80 per cent of policies purchased online.

“It also comes at a time when icare is ramping up its innovation agenda, following the [appointment](#) of a new Group Executive for Innovation, and the enhancement and expansion of our care services through the Workers Care program for critically injured workers.

“I am certain that we will see icare leading the direction to ensure the NSW workers insurance scheme is at the forefront of sophisticated and sustainable service delivery long into the future,” he said.

Mr Nagle noted that over the rest of 2017 there will be some change for some of our customers as they transition to the remaining partners, but assured customers they will be kept fully informed every step of the way.

“We have a dedicated team in icare working with our providers to ensure a smooth transition with minimal impact for employers and injured workers”, he said.

Both CGU and QBE will conclude their role as an icare scheme agent on 31 December 2017. Mr Nagle thanked both companies for their longstanding, valued support and commitment to the NSW Workers Compensation Scheme.

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