



MEDIA RELEASE

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icare PROGRESSES WITH CUSTOMER SERVICE TRANSFORMATION

icare Group Executive Workers Insurance, John Nagle, said icare was moving to the next stage of its transformation program to deliver world class insurance and care services to customers and acknowledged today's announcement by IAG, through its CGU business, to withdraw from the Scheme Agent selection process.

CGU is one of five Scheme Agents providing policy and claims management services to businesses and injured workers on behalf of icare for the NSW Workers Compensation Scheme. An important part of icare's customer transformation is the selection process, currently underway, for the delivery of services beyond 2017.

"At icare we are transforming into a world class insurance and care organisation and place the customer at the centre of everything we do," Mr. Nagle said.

"The announcement today will see no immediate change for existing customers and we will keep them fully informed as we make arrangements to transfer their policies and claims to other service providers.

"Noting that policy and billing services were already transitioning from scheme agents to icare in the coming months, we anticipate today's announcement to have minimal impact for employers. For injured participants we will work with our ongoing partners to ensure a smooth transition to remaining service providers.

"Every customer currently with CGU can be reassured that we will be there for them every step of the way.

Mr. Nagle said that the scheme agent selection process was a crucial step in icare's transformation to world class customer-centric services.

"Until the creation of icare no significant change had occurred in the delivery of services to NSW workers compensation customers in almost 30 years.

"In just 18 months we have brought about more change than the decades before including bringing in-house the policy and billing services for NSW businesses, a service previously delivered by scheme agents.

"Earlier this week, icare went live with its new operating model and technology platform to enable new businesses to buy workers compensation policies directly from icare, on the phone or via our new online portal on our website.

"We have also created the **Workers Care** initiative to drive improved outcomes for the seriously injured and established the **icare foundation** to partner with third parties to prevent injury through targeted programs and invest in initiatives to overcome issues that can hamper recovery.

Mr. Nagle acknowledged CGU as a valued scheme agent partner to the NSW Workers Compensation Scheme for many years and thanked them for their contribution and partnership.

"We understand their commercial and operational reasoning in their decision to not continue in the selection process. We will continue to work with them over the coming months and in July begin transitioning employer policies and workers claims to icare's ongoing service providers," Mr. Nagle said.

Media Contact: Melanie Vine | 02 8297 7570

