MAKING FINE PRINT
A THING OF THE PAST.

People don’t have time to spend hours poring over long, complex insurance policies. In fact, many people probably only read their insurance policy when they are faced with making a claim. By this time, it’s too late to discover they’re not covered for a particular event. That’s why we’ve embarked on a process of reviewing and simplifying our insurance policies. We want people to understand what they are and aren’t insured for. Our goal is to make our policies as simple as possible.
During the Christmas 2001 devastating New South Wales bushfires, we were on the streets before the ashes had cooled to begin the process of helping families rebuild their lives. We fast-tracked claims and handed out cheques of up to $5,000 on the spot to help cushion the blow and cover immediate costs. This reflects our commitment to delivering value to our customers when they make a claim. When a customer tells us their home has been damaged in a fire, the first question we ask is “Is everyone all right?” This is part of our promise to be there for our customers in difficult times.