



CLAIMS PROTOCOL &
CLAIMS MANAGEMENT SERVICES

CLAIMS PROTOCOL

FIRST NOTIFICATION OF LOSS

All new claim notifications are to be sent to claims@crudenread.com.au by retail brokers/ insureds.

CLAIM NOTIFICATION TEMPLATE

Insured Name	
Policy Type	
Policy Number	
Date of Loss	
Location of Loss	
Circumstances / Brief Description of Loss	
Third Party/Claimant Details (if applicable)	
Estimated Claim Quantum	
Insured Contact Details (email address & telephone no.)	

Note: Insured to maintain and provide supporting documentation such as photographs, receipts, make safe repairs, bank details policy reports etc.

WHEN A LOSS HAPPENS

1. Cruden Read will acknowledge receipt of the claim notification to client and/or retail broker.
2. Validation of the claim will be carried out by Cruden Read i.e. (applicable policy, loss coverage, policy period, duplicate claim, excess, conflict of interest, etc.)
3. Cruden Read will notify client and/or retail broker when Insurer acknowledgement & claim number are received as well as the appointment of a loss adjuster / legal counsel.
4. Insurer to provide Cruden Read with indemnity position (Add information requirements etc). Cruden Read claims to update retail brokers/clients.
5. As part of the assessment, Cruden Read will liaise with retail brokers/clients to obtain and share additional information to support the settlement of the claim.
6. Cruden Read will notify retail brokers/clients when the insurer settles the claim.
7. Cruden Read will check for any potential recovery, feedback, and root cause analysis of the claim.

CLAIMS MANAGEMENT SERVICES

Cruden Read employs a dedicated claims team managed by Lokesh Thondavada, who has more than 20 years' experience in claims management, including extensive involvement in complex construction-related claims.

Lokesh leads a dedicated team of three, providing a responsive and effective claims management service to our clients.

We also strongly believe that the servicing team responsible for placing the insurance program and providing ongoing insurance advice should remain closely involved throughout the life of a claim. Their knowledge of the client, risk profile and insurance program can be invaluable in driving claims towards a favourable and timely resolution

OUR CLAIMS SERVICES

Our claims service includes:

- Providing advice and guidance on all reported claims and incidents;
- Prompt notification to insurers and ongoing liaison with insurers, loss adjusters and, where appropriate, legal counsel;
- Monitoring and regularly following up claims and notifications to maintain momentum and minimise unnecessary delays;
- Proactively pursuing insurers for progress payments where appropriate;
- Reviewing and negotiating claims settlements;
- Identifying and challenging coverage, causation and quantum issues where appropriate;
- Conducting claims review meetings with clients, brokers, insurers and other stakeholders where required; and
- Providing regular claims reports and updates in accordance with the client's reporting requirements.

CONSTRUCTION CLAIMS EXPERTISE

Our team has extensive experience managing construction-related claims across a broad range of organisations, projects and insurance programs.

We understand that the primary purpose of insurance is to provide financial protection when a loss occurs. Our approach is therefore proactive and commercially focused. We pursue claims firmly and consistently, while ensuring that the claim is properly supported by the available evidence and considered against the applicable policy wording.

Our experience also extends to complex coverage and policy interpretation issues. We have been actively involved in reviewing, drafting and negotiating insurance policy wordings with insurers and

therefore have a strong understanding of the intended coverage and the issues that can arise when claims are assessed.

Where coverage, interpretation or insurer position becomes contentious, we are prepared to challenge the position and advocate strongly for the client's interests.

CLAIMS PROTOCOL

Attached is our Claims Protocol, developed to provide clients and retail brokers with a clear framework for managing claims from notification through to resolution.

The protocol addresses key aspects of the claims process, including:

- Notification of claims to insurers;
- Initial claims assessment;
- Appointment and management of loss adjusters and other experts;
- Information and documentation requirements;
- Communication between the client, broker, insurer and claims team;
- Progress monitoring and escalation;
- Settlement and payment processes; and
- Reporting to the client and retail broker.

We recognise that every organisation has different requirements, internal processes and reporting structures. Our claims service is therefore flexible and can be adapted to align with the client's preferred approach while maintaining clear accountability and momentum throughout the claim's lifecycle.

Our objective is simple: to ensure every claim is actively managed, properly supported and pursued to achieve the best possible outcome for the client.

Cruden & Read Pty Ltd ABN 63 625 146 714, a Corporate Authorised Representative (ASIC AR No. 1263090), and Leigh Cruden an Authorised Representative (ASIC AR No. 1264239), and Jeremy Read an Authorised Representative (ASIC AR No. 1264240), of Austbrokers Sydney Pty Ltd ABN 14 061 968 090, Australian Financial Services Licence 244244