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Calliden and CSA complete review of Claims handling

After a comprehensive review of the way in which Calliden handles all claims, Calliden and its joint venture claims management partner, Claims Services Australia (CSA), have agreed upon the lines of business to be managed directly by Calliden or continue to be managed by CSA.

The main change announced today involves the way in which Calliden handle their commercial claims. By the end of June 2011, all new claims to be handled as follows:

Calliden will directly manage all commercial property claims for commercial package, farm (excluding motor) and construction.

CSA will continue to manage all motor and domestic insurance claims and all claims for QUS^[1]. CSA will also continue to manage all personal accident claims for Sports Underwriting Australia; and will continue to manage all Mansions of Australia and Builders' Warranty claims.

CSA have expertise and experience in handling high volume low value claims not just for Calliden, but a number of other insurers. Both parties agreed that CSA should focus on providing a consistently high level of service to Calliden's personal lines insurance customers.

Simone Dossetor, Calliden Group's Executive Claims, Strategy & Planning said:

"Calliden recognises the capabilities and infrastructure required to manage commercial claims are different and the time is right to retain and further develop this capability in-house."

Calliden recognise that an effective and consistent claims service is a critical component of their business and both Calliden and CSA will continue to ensure the service they provide across all lines of business matches the expectations of their clients."

For further information please contact:

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^[1] NB: Calliden will continue to manage all liability claims and all large losses above an agreed monetary threshold