

Victorian bushfires: Calliden Group's response

The following is a summary of the Group's response to the Victorian bushfires.

How many Claims did the Calliden Group receive?

Calliden Group, which includes: Mansions of Australia, Dawes Underwriting Australia, ARGIS and IUA (Interruption Underwriting Agencies) has to date recorded 215 claims:

18% of claims related to motor vehicles.

49% of claims related to domestic property including contents (NB: this includes claims lodged with Mansion of Australia).

26% of claims related to farm property including contents.

7% of claims related to commercial property including contents.

How many claims have been settled?

As at 14 August 2009, Calliden has closed 84% of all claims recorded, and paid out \$27 million in claims. The figure includes domestic claims paid by various Lloyds underwriters in support of Mansions of Australia. As a Group we are committed to finalising the remaining claims as expediently as possible.

How did the Calliden group help its policyholders?

- Provided immediate emergency cash funds up to \$5000 per domestic policy holder
- Waved claim excesses on domestic policies
- Conducted responsible and compassionate loss assessments, including the use of a simple release document for total losses
- Offered renewals to policy holders in effected areas and made allowances for the time to make renewal premium payments

Calliden also entered into a special arrangement with Davidson Trahaire Corpsych to provide counselling support for all affected policy holders and their families under a program called "Here to Help", a service which is free and confidential to Calliden customers and will continue into 2010.

Calliden would like to thank everyone involved in the aftermath of the Victorian bushfires including staff (Calliden and CSA) loss assessors, and all other business partners, including Lloyds of London, who helped to ensure that we as a group responded to our policy holders in a considerate and responsible manner.

Calliden group and its employees raised in excess of \$21,000 for the bush fire appeal

Special thanks must go to the brokers of policyholders impacted by the fires for the support they have provided clients and Calliden group during and in the aftermath of the event.

If you have any questions in relation to the Victorian bushfires please contact:

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