



We're here to support you

At CGU, we believe insurance is all about giving you the confidence to enjoy life, knowing that your lifestyle and hard-earned assets are protected by a strong and secure name you can trust.

We've been caring for Australians since 1851, through times of great opportunity, growth, turmoil and loss. Much has changed over the years, but our approach remains the same – we put you, our customer, first. We're always listening to you, so we can continuously develop our products and services to meet your changing needs.

CGU: strength and security

- One of Australia's largest general insurers serving Australians since 1851.
- Australia's largest regional and rural insurer with a branch network of over 75 offices.
- Network of over 1,000 brokers and authorised representatives plus over 100 Financial Institution and affinity group partners.
- One of Australia's largest workers' compensation providers.
- CGU is a proud member of IAG, one of Australasia's leading general insurance groups and a top-50 listed company on the Australian Stock Exchange.

For further information visit cgu.com.au or talk to your insurance adviser.

Welcome to CGU Insurance



The insurer is CGU Insurance Limited ABN 27 004 478 371 AFSL 238291. This document contains general information only and may not suit your particular circumstances. Before making decisions about insurance products you should consider the appropriateness of the information having regard to your circumstances and the Product Disclosure Statement available from any office of CGU or www.cgu.com.au



We understand that everyone is different. That's why we offer a comprehensive range of flexible insurance products to help protect nearly every aspect of your daily life.

Today, CGU insures over one million motor vehicles and over 500,000 homes. We are a leading provider of insurance products to more than 150,000 of Australia's small and medium sized businesses.

Visit cgu.com.au to find out why more and more Australians are discovering the confidence that comes with being insured with CGU.



Customer service commitment

We understand that in addition to high-quality insurance products that provide value for money, you expect friendly and attentive customer service whenever you talk to us.

At CGU, we're committed to the continuous improvement of our customer service culture, ensuring we are always ready to listen, help and advise you.

We know the real test of an insurance policy is in the way claims are handled. Our approach is to always ensure we promptly pay all valid claims. We also have clear and fair guidelines and procedures for handling any disputes that may arise.

Of course, there is always room for improvement, so we welcome your feedback about our products, people and services to make sure we meet your expectations every time you deal with us.

At CGU, we have built our business around you.

Whoever you are, whatever you do

One of CGU's greatest strengths is our diverse range of products which offer value for money combined with the quality and service you expect.

On the commercial side, we offer a wide range of property, liability, casualty, motor, construction, engineering, marine and workers' compensation insurance products, and can tailor packages to meet your business needs.

For families and individuals, we offer a complete product range that provides peace of mind for your lifestyle. We offer home and contents insurance along with car, boat, caravan and travel insurance; and additional products such as consumer credit insurance.

We are also proud to be Australia's largest regional and rural insurer, providing specialised services to regional businesses, farming communities and country residents.



Local knowledge, professional advice

CGU sells its insurance products through a network of over 1,000 intermediaries, and more than 100 business partners. They are supported by our team of over 3,500 dedicated and highly professional employees located in over 75 CGU branches and representative offices spread throughout Australia.

By working in partnership with our intermediaries, financial institutions and affinity groups, we offer you the best of both worlds – the strength and security of one of Australia's leading general insurance groups combined with local knowledge and professional advice.

Our intermediary partners understand the local community and local requirements and use this knowledge to tailor an insurance solution to provide the right cover for you.

Professionally trained in all aspects of the insurance industry, our intermediary partners have the latest information and business tools and are fully versed in our policies and the benefits they can provide you.

