

CGU Workers Compensation



Customer feedback

How to provide us with your feedback

We believe customer service is something that can always be improved upon and we seek continual feedback from our customers on our products, people and services to identify opportunities for improvement.

If you have been pleased with the service you have received, please provide us with your feedback. We acknowledge our staff when positive feedback is received regarding their level of customer service.

Alternatively, if you have been dissatisfied with the service or if you have experienced delays in having your queries answered or delays in having your requests approved, then contact our customer feedback team who will be happy to assist you.

What you need to do:

There are a number of ways you can provide us with your feedback.

- Phone us on:
(02) 6240 4790 (claims) or (02) 6240 4770 (policy)
- Write to:
Customer Feedback
CGU Workers Compensation
GPO Box 2978
Canberra ACT 2601
- Email your feedback to
rswebfeedback@cgu.com.au
- Fax us your feedback on (02) 6230 0512
- Complete an online feedback form on our website
www.cgu.com.au

Where it relates to a complaint, you will need to detail the issue/s and our staff will investigate and where possible, resolve the issue/s within seven days.

All of the feedback we receive is reviewed on a regular basis to help us identify any processes and/or procedures that may need to be updated or improved.

Privacy

Your personal and health information is handled with the utmost respect, and in accordance with all applicable privacy laws.

You can access CGU's full Privacy Charter online at www.cgu.com.au



We operate in NSW as CGU Workers Compensation (NSW) Limited
Agent for NSW Workcover Scheme ABN 83 564 379 108/007

We operate in Victoria as CGU Workers Compensation (VIC) Limited
Authorised Agent of the Victorian WorkCover Authority ABN 41 005 297 781

We operate in WA, TAS, ACT and NT as Insurance Australia Limited
ABN 11 000 016 722 trading as CGU Workers Compensation