

Claims Pledge

Richard Oliver Underwriting Managers Pty Ltd

ABN 66 006 649 34 AFSL 238334

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At Richard Oliver Underwriting Managers, we recognize that the true value of insurance is demonstrated at claim time. Our commitment is to deliver a claims experience that is fair, responsive and professional.

We pledge to:

1. Act Promptly

- Acknowledge new claims within one business day of notification.
- Keep brokers and insureds informed throughout the claims process.
- Respond to claim enquiries in a timely manner.

2. Treat Every Claim Fairly

- Assess claims objectively and consistently.
- Apply policy terms fairly and transparently.
- Explain coverage decisions clearly and respectfully.

3. Deliver Expertise

- Ensure claims are managed by experienced claims professionals.
- Engage specialist adjusters, surveyors or legal advisers where appropriate.

- Work collaboratively with insurers, brokers and insureds to achieve the best possible outcome.

4. Minimize Disruption

- Focus on practical solutions that help insureds return to normal operations as quickly as possible.
- Seek efficient resolution of claims without unnecessary delay.

5. Communicate Clearly

- Provide regular progress updates.
- Explain required information and next steps.
- Be available to answer questions throughout the claim lifecycle.

6. Support Continuous Improvement

- Monitor claims outcomes and service standards.
- Learn from claims trends to improve underwriting, risk management and customer experience.

How to contact us:

You can contact us on:

Telephone: + 61 3 8681 9909