

Claims & Advocacy Services



insurance brokers
claims management





our claims service

We will take care of your claim while you take care of business. We understand the inconvenience a claim has on your business and on your personal time.

We therefore offer a dedicated Claims Team to negotiate the best outcome for you with your insurer and keep you informed. Our innovative approach will help make the claim process as easy as possible.

We will act on your claim as soon as you notify us. From this point we will update you regularly on the progress of your claim and assist with the submission of information and negotiations with the insurer. We take your claim very seriously and care about the service we provide.

Multi-award winning insurance brokerage



claims management

Our claims management solutions provide our clients with a dedicated service to ease the stress and time consumption in lodging and negotiating fair outcomes on claims.

Our service goes significantly beyond the traditional scope of Broker claims support. We have developed a range of solutions that contribute to driving efficiencies in our clients' business by reducing administrative frictional costs in lodging claims and in expedient turnaround times.

We also provide regular, tailored claims reports which provide updates to assist you to monitor the performance of your workers compensation program.

claims advocacy

Our advocacy services are managed by our Senior Technical Claims Manager who will lead on negotiations on your behalf. We are supported by our panel of leading specialist consultants and legal counsel to ensure you have the highest level of support in achieving fair outcomes.

Our Claims Advocacy services include:

- Claim dispute resolution assistance
- Legal and technical advice





workers' compensation claims management

Our Claims Team have extensive experience in managing workers compensation claims and implementation of risk improvement programs for workplace safety.

Our team have significant expertise in litigated claims and have been extensively involved in major catastrophic injuries involving tetra-plegia, quadra-plegia and brain trauma.

Managing workers compensation claims with specialist claims technicians is a unique service offering compared to traditional insurance brokers.

Our Workers' Compensation Claims service include:

- By professionally managing lost time injury (LTI) claims we will help ensure workers return to work in an efficient time frame
- Reducing claims leakage costs caused by inefficient claims management directly impacts on insurance premiums.
- Our service will over time assist in achieving lower premiums
- Our network of specialist rehabilitation providers to provide proactive support for our employer clients

claims preparation consulting

Our consultants will coordinate all aspects of the claims management cycle from lodging the claim through to final settlement.

We will coordinate all stakeholders to ensure the claim is not unnecessarily delayed or impacting on your business productivity.

Our Claims Preparation services can include:

- Facilitate meetings with loss adjusters, assessors, repairers and suppliers
- Rigorously represent your best interests
- Oversee case file managers of Insurers to ensure claims are not unnecessarily delayed and are finalised within acceptable service levels.

Our professional time and other costs may be recoverable from your insurance policy, where additional costs are incurred for our services we will inform you prior to incurring them and advise if these are payable through your insurer or are a direct cost to you.





seafarers claims management

Seafarers Workers' Compensation claims are complex, technical and require specialist claims technicians, who know the Seafarers Workers' Compensation Act and Navigation Act. Our technicians can ensure claims are managed correctly within these frameworks. Many Seafarers policies have a policy excess, managing claim costs below the excess is critical.

Our Seafarers Workers' Compensation Claims service include:

- Full claim management including indemnity determination and payments approval
- Costs recovery from insurers
- Seacare reporting
- Reducing claims leakage costs caused by inefficient claims management directly impacts on insurance premiums. Our service will over time assist in achieving lower premiums.
- Our network of specialist rehabilitation providers to provide proactive support for our employer clients

SRG eClaim

SRG eClaim is a bespoke, cloud based software solution designed for Seafarers Workers' Compensation, Comcare and State based Workers' Compensation or Group Personal Accident risk exposures that assists businesses to effectively manage all administrative components of injury claims.

Our software solution enables you to effectively monitor claims, linking all stakeholders in the one environment mitigating the risk of incurring claims leakage costs associated with poor claims management and ensures efficient adjudication of claims.

Key benefits of SRG eClaim are:

- Real time access to information
- Accessible by all Stakeholders (Clients, Insurers, Brokers, Medical Services Providers, Legal Advisers)
- Reduces frictional costs in claims administration
- Management reporting
- Upload accounting information from all major accounting software providers
- Accessible via Desk Top, Smart Phone or Tablet devices from our secure cloud

For a free demonstration of our Claims Management Software contact us today

The image displays three screenshots of the SRG eClaim software interface. The top-left screenshot shows the 'Claims Management Login' page with a background image of an offshore oil rig and a ship. The top-right screenshot shows a 'Payment Detail Report' for a specific period, with a 'Year to report' dropdown menu and a 'Q. Export Report' button. The bottom screenshot shows the main dashboard with 'quick statistics' and three data tables: 'Total Claims By Status', 'Payment Amounts', and 'Number of incidents per vessel'.

srq	
Claims Management Login	
[Email address or username]	
[Password]	
[Log in]	

Payment Detail Report	
This report exports a list of payments to excel for given year. With a sub report for each claim breaking down the costs for the in-annual reporting periods:	
<ul style="list-style-type: none"> • Period 1: 1st January - 30th June • Period 2: 1st July - 31st December 	
Year to report: [Dropdown]	
[Q. Export Report]	

Claims		Payments		Number of incidents per vessel	
Total Claims By Status		Payment Amounts		Total Claims	
Status	Count	Type	Amount (Ex GST)	Vessel	Count
Accepted	11	Legal Costs	A\$11,112.70	Far Saracen	0
Pending	0	Medical Treatment	A\$176,957.65	Far Scorpion	0
Rejected	0	Other Claim Costs	A\$12,174.51	Far Seeker	0
Unknown	0	Payment To Seafarers	A\$2,072,356.84	Far Sensur	0
Total Claims	11	Rehabilitation Services	A\$36,503.12	Far Sirius	0
		Unknown	A\$0.00	Far Skimmer	0
		Total Payments	A\$2,312,104.82	Far Sword	0
				Onshore	0
				Sea Swan	0
				Sea Tortuga	0
				Unknown	11
				Total Claims	11

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The Austbrokers Network,
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Sport & Events
Claims Management & Advocacy
Risk Management

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cover