

# Sedgwick Australia Treating Customers Fairly Policy

Treating Customers Fairly (TCF) is an underlying principle of the General Insurance Code of Practice.

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In our organisation, treating customers fairly is driven from Board level as part of our overall business culture and strategy and articulated through our stated corporate value - "Caring Counts®"

When people contact us, they can be facing an unsettling and stressful event. Our colleagues are responsible for providing much-needed support and assistance. In turn, we believe it is important to do the same for them. At Sedgwick, caring counts means supporting our clients, consumers and colleagues with the same level of compassion.

In our organisation, TCF is driven from board level as part of our overall business culture / strategy articulated through our stated corporate values including:

**Integrity:** we believe in honesty, trust and transparency in dealing with clients, policyholders and colleagues in a trusting environment.

**Fairness:** our business is built around fairness. Fairness to our clients and their policyholders when we manage their claims; and fairness too for everyone who works in our organisation.

**Understanding:** we treat our customers with empathy and dignity, appreciating the varying impacts experiencing a loss may have upon the customer and their family.

**Open:** when we ask you for information, we will let you know why we need it, explain the claims process and any recommendation we make to your insurer. We are clear, transparent, and timely in our communications.

TCF is also reinforced through our corporate strapline "delivering the promises" which means doing what we say we will do. This commitment can be as simple as returning a call to a customer or delivering on a wider obligation such as fulfilling a contract for a major client.

## TCF in recruitment / training

We aim to influence the delivery of fair consumer outcomes with a detailed program for training staff from the moment they join our company when an individual's needs are assessed, and a personalised plan is put in place to ensure that they are competent for their role. Thereafter all staff have regular coaching and performance appraisals to ensure their development continues to reflect any changing job needs and an ongoing commitment to treating customers fairly.

## TCF in claim handling

An essential element of TCF is having a documented claims handling process with service levels that result in the fair treatment of customers. Each Product Line therefore has a process or best practice manual with an audit mechanism to ensure that standards are being maintained. At the same time, these processes must support objective tackling of financial crime by:

- Screening claims as quickly as possible to identify potentially fraudulent claims and separating them from genuine claims.
- Responding in a manner that is proportionate to the risk through a range of investigative techniques.

The way in which TCF is then implemented considers any Australian Financial Complaints Authority (AFCA) decisions or specific TCF directives from insurers. At a more general level we believe TCF is about:

- taking a balanced view
- managing expectations
- good communication
- clear explanations
- keeping customers informed of progress.

Lastly, at a personal level, staff should be able to answer yes to the following questions:

- Is what I am proposing in the best interests of the customer?
- Am I being objective in giving opinions and statements?
- Would I like to be treated in this way if I were a customer?

Whatever the outcome of a claim, the customer must be left with the feeling that we have been as fair as possible under the terms of their policy.

## TCF in total loss claims – property and contents

We understand that whilst any loss can be traumatic, a total loss of property or contents can be particularly distressing.

When you have suffered a total loss, we and our Service Suppliers will treat your claim with sensitivity. If your insurer has accepted your claim for a total loss under your home building and home contents insurance policy and you are unable to provide proof of ownership for the relevant insured property because it was lost in or damaged by the insured event (and we understand your ownership is clear) we will not:

- a. require you to provide proof of ownership; or
- b. require a list of insured property that was lost or damaged.

## Complaints

Responding properly to complaints not only means following the complaints procedure but apologising when appropriate and putting things right if they have gone wrong. Doing this early can often avoid matters escalating and result in a fairer outcome for the customer.

We consider that fairness is an essential ingredient in the success of our business and implicit in providing high- levels of client and customer satisfaction. We also see TCF as a continuous opportunity for improvement and something that enhances the overall perception of insurance.