



TRINITY INSURANCE CUSTOMER CUSTOMER SERVICE FRAMEWORK

We help people get their lives back



Trinity Insurance are a specialised insurance provider for the Catholic Church and its institutions, and it is our objective to provide our insured employers with industry 'best practice' service.

OUR CUSTOMER PROMISE

Our customer promise details our commitment to our customers and how our people deliver exceptional levels of service to all our customers.

Our promise to you is:

- We will listen to understand your needs
- We will work collaboratively with you to achieve the best outcomes
- We will keep you updated and informed
- We will treat you with dignity and respect
- We will take responsibility and deliver on our promises
- We will always be open and honest in our dealings.

OUR SERVICE LEVEL COMMITMENT

Our *Service Level Commitment to Insured Employers* confirms our service standards as well as how our service model provides a dedicated team of specialists in claims management, underwriting and Work Health & Safety who work in partnership with our Employers to meet service expectations. To view a copy, visit:

www.trinityinsurance.au

WE'RE ALWAYS LISTENING

We always welcome feedback. Be it a compliment, comment, or a complaint your feedback is important and will assist us in improving our services or resolve a problem that we were unaware of.

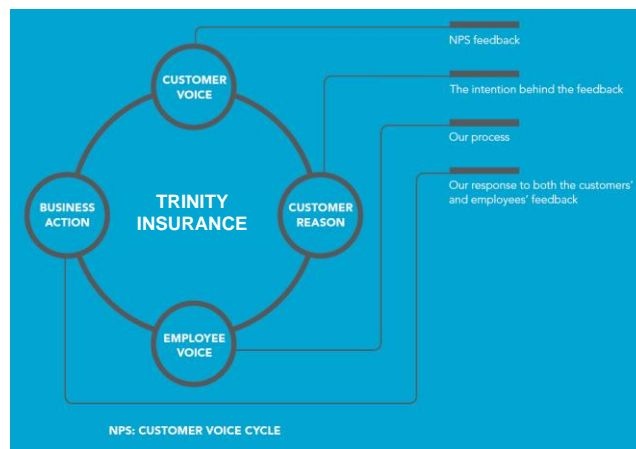
You can provide feedback to us at any point during your dealings with us; by phone, email, fax, or writing to us.

We also have an online feedback form and we will seek direct feedback from you in our one-on-one interactions with you and your association as well as by sending you automated surveys.

FEEDBACK THROUGH DIRECT CONTACT

We focus on receiving feedback directly from customers so we understand their motivations and can identify industry trends and performance issues.

We do this mainly through the net promoter score (NPS) and via direct feedback through our case managers, WHS specialists and client services team.



COMPLIMENTS, COMMENTS AND COMPLAINTS

Your dedicated Account Manager or Case Manager is your first point of contact.

If you are not satisfied with the initial response, we encourage you to contact us formally using one of the following options:

e: info@trinityinsurance.au

p: 02 8251 9100

m: GPO Box 4143, SYDNEY NSW 2001

w: go to www.trinityinsurance.au and click on

'Contact Us'

We will acknowledge your complaint by phone, post or email, within 2 business days of receipt of your complaint. We will also provide you with the name and contact details of the person managing your complaint.

HOW WE WILL ASSESS YOUR COMPLAINT

We will ensure that your complaint is managed:

- Professionally and with a sense of urgency
- In a timely and efficient manner
- Based on sound and objective decision making.

HOW WE RESOLVE COMPLAINTS

One of our managers will take responsibility to resolve your concern and will contact you by phone to discuss it. When requested, complaints will be followed up with an email or letter; this will confirm that your concern or complaint has been satisfactorily resolved.

HOW LONG MAY IT TAKE TO RESOLVE YOUR COMPLAINT

We will keep you updated and informed of the progress of your concern.

We are committed to contacting you within 2 business days on receipt of the complaint to acknowledge and establish a timeframe for resolution. If additional information or time is required due to the nature of the complaint, we will contact you immediately to inform you and ensure you are provided with a date by which you can reasonably expect a resolution. Wherever possible we will aim to satisfactorily resolve your complaint within 5 business days.

FURTHER ASSISTANCE

If you feel we have not adequately or fairly resolved your complaint you can contact the following industry bodies who can help:

State Insurance Regulatory Authority NSW (SIRA)

SIRA manages escalated complaints about service if you have been unable to resolve your complaint with us.

Phone: 13 10 50 or Email: contact@sira.nsw.gov.au

WorkCover Independent Review Office (WIRO)

WIRO provides an independent complaints solution service for workers. WIRO also provides funding for legal advice.

Phone: 13 94 76 or website www.wiro.nsw.gov.au

Workers Compensation Commission (WCC)

The WCC is an escalation option for worker's compensation disputes involving liability, medical and work injury management.

Phone: 1300 368 040

New South Wales Ombudsman

Phone: 02 9286 1000 / Toll free 1800 451 524 or website www.ombo.nsw.gov.au

CONTACTS

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