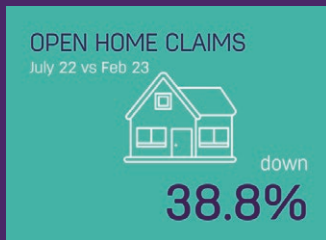




POSITIVE CHANGES FOR HOLLARD PERSONAL INSURANCE

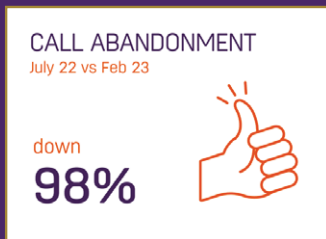
We've been working hard to improve our technology and processes to ensure we better manage future catastrophes and claims.



- All new claims will be portfolio managed and assigned a dedicated Client Manager



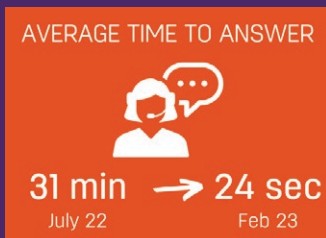
- New processes allowing Client Managers to make decisions up to their delegated authority



- Two Technical Claims Specialists joined the team to focus on large and complex home claims



- Empowering brokers to further assist in the claim process



Introducing ClaimCenter!

- Fast and efficient claim lodgement
- Lodge claims when you want
- Provided with a claim number instantly

For more information about ClaimCenter visit hollard.com.au/steadfast-support/claimcenter/



www.hollardinsurance.com.au

Hollard.
personal insurance

The insurer for General Insurance products is The Hollard Insurance Company Pty Ltd (ABN 78 090 584 473, AFSL 241436) (Hollard). Hollard's Business Insurance products and services are provided by its agent Hollard Commercial Insurance Pty Ltd (ABN 86 603 039 023, AFSL 474540) (Hollard Commercial) acting under a binder of the insurer Hollard. Before making a decision about this insurance, you should consider the relevant Product Disclosure Statement, Policy Wording, and Target Market Determination available on the website.



HOLLARD PERSONAL INSURANCE CLAIMS SUPPORT FOR YOU AND YOUR CLIENTS

NEW CLAIMS

Claim number within 48 hours*

We will waive any excess if we don't lodge your client's claim and provide a claim number via phone or e-mail within 48 hours (2 business days).

HOME CLAIMS

Express Home Claims Guarantee*

Home claims up to \$2,000 (after the deduction of any applicable excesses) will be considered as not reasonably practicable to repair or replace the building damage or item as this would be uneconomical. Instead, we will cash settle the claim within 48 hours (2 business days) after your clients' claim is lodged, providing all required documentation for assessment has been provided at time of claim lodgement. If it's not settled in this time, we'll waive any excess.

For full details of how your client can qualify for our Express Home Claims Guarantee and how to access it visit our web page (<https://www.hollardinsurance.com.au/claims/express-home/>)

MOTOR CLAIMS

Preferred Repairer Network

To help get your clients back on the road faster, we have a network of recommended repairs across Australia.

Why use our recommended repairers

- More than 80 vetted and approved repairers across Australia.
- Each repairer has been through a comprehensive process to become part of our network.
- Ongoing monthly reviews help us work together to ensure our standards are met and maintained, including quality, timeliness and cost of the work.
- They are high quality repairers using only genuine parts.
- They offer exceptional customer service, often going above and beyond for our customers.
- Some repairers have a fast-track authority where they will collect the client's vehicle, repair it and deliver it back to the client, meaning less stress and time required for your client.

For more information visit our webpage www.hollardinsurance.com.au/claims/preferred-repairer-network/



Refer to our products on our website for further information.



On average we repair **over 26,000 vehicles** a year¹



Time from Claim lodged to assessment completed is **26% quicker** when using a Network repairer⁴



We have been **working with our network of repairers for more than 10 years**⁵



We have **over 275 years of experience** in our assessment team⁶

***PLEASE NOTE: The above claims guarantee does not apply to liability or third party claims, or if timeframes increase during significant weather or catastrophic events.**

¹ Based on average number of total vehicles repaired across the Hollard Preferred Repairer Network from 2021 – 2022 inclusive.

⁴ Based on average time from vehicle claim lodgement to assessment completed with a Hollard Preferred Repairer from 2021 – 2022 inclusive.

⁵ Based on average number of years Hollard has been working with its network of repairers.

⁶ Number of years of experience in the Hollard Motor Vehicle assessing team.