

# CLAIMANT INFORMATION FACT SHEET

This Claimant information fact sheet has been created to provide clear guidance to Risksmart's customers on how we will manage a claim you make under your insurance policy, including timeframes to respond and update on the progress of a claim.

## What to expect from Risksmart in the claims handling and settling process?

Our philosophy is to provide a fair outcomes, efficient service, and transparent communication throughout the claims process for customers for each and every claim.

We assess the claim fairly and only ask for what is necessary to resolve the claim in a timely manner. We provide clear, consistent communication to make sure the customer understands the process and the steps to resolve the claim.

Risksmart complies with the 2020 General Insurance Code of Practice ("GICOP") which can be found [here](#).

## How long it generally takes for a decision on a claim to be made?

Risksmart aims to make claims decisions in a timely manner and to keep its customers updated ahead of the regulated timeframes in the GICOP. If we have all necessary information, we will make a decision on your claim within 5 business days and advise you in writing of the reasons for the decision.

## How often we will update you on the progress of your claim?

Risksmart will keep you updated on your claim every 10 business days and respond to your general queries in 48 business hours. Risksmart aim to follow the timeframes in the below table.

ACTIVITY	RISKSMART TIMEFRAMES*	GI CODE OF PRACTICE
Register a claim	24 hours	N/A
Acknowledgement of claim	24 hours	N/A
Respond to correspondence	48 hours	10 Business Days
Return phone call	24 hours	10 Business Days
Appoint a loss adjustor/panel repairer as required	72 hours of receipt	10 Business Days
Request further information from you as required	5 business days	10 Business Days
Update on status of your claim	Every 10 business days	20 Business Days

ACTIVITY	RISKSMART TIMEFRAMES*	GI CODE OF PRACTICE
Decide to accept or reject claim	5 business days of receiving all necessary information	10 Business Days NB: Unless exceptional circumstances, a claim decision must be made within 4 months of the claim being lodged. Where exceptional circumstances exist (e.g. large volume of claim following a declared catastrophe), decision must be made within 12 months.
Payment Requisition	72 business hours	N/A

\*Please note these times may vary if severe weather events are experienced such as a catastrophe being announced by the Insurance Council of Australia (ICA).

### What Risksmart expects from you?

Risksmart requires full transparency from its customers around all material facts that may be reasonably required to assess your claim. This may include requesting you provide access to any advice, reports, or any other materials relevant to the claim. Risksmart will make these requests only when necessary and we will advise you why it is required.

### What to do if you claim has been rejected?

If Risksmart rejects your claim in full or part, we will advise you in writing explaining how the decision was reached and what information was relied upon to make the decision.

We will give you the opportunity to provide further information that you believe may alter the denial decision.

You have the right to request copies of relevant information such as assessor or expert reports that were relied upon when making this decision, which we will provide to you within 10 business days. Any reasonable request for access should not be declined unless there are exceptional circumstances or privacy issues, where this is the case Risksmart will advise you in writing of its decision and the complaints process if you are not satisfied with the reasons provided.

Risksmart's complaints process can be found [here](http://risksmartclaims.com.au/), this information can also be located on Risksmart's website <http://risksmartclaims.com.au/>

## How to access internal dispute resolution arrangements and external dispute resolution?

If you are unhappy with how your claim was dealt with by Risksmart or one of its representatives, you have the right to request a review of the claim in full to address your concerns.

Risksmart has a robust Internal Dispute Resolution (IDR) process and team who specifically manage your claim concern impartially, whether this be a service complaint or a complaint relating to the value of your claim.

Alternatively, if you are not satisfied with our final response, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA):

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.