

Did you know?



Kyleigh Perkins
National Technical Manager

20 January 2012

CommInsure phone contacts - 2012

To help get your questions answered quickly, this week's *Did you know?* provides a list of the main business units within CommInsure that you may need to contact from time to time with a brief summary of their main functions and the appropriate numbers to call.

Business unit	Number	Key functions
Adviser Assist <ul style="list-style-type: none">Advisers onlyExisting business/alterations/changesNew business progress updates	1800 805 686	<ul style="list-style-type: none">Alterations to an existing policyChange of addressDirect debit changesChanges to servicing adviserQuotes on new business applicationsProgress updates on new applicationsProgress updates for underwritingGeneral enquiries for new policy applications, processes and procedures.
Contact Centre <ul style="list-style-type: none">Customers	13 10 56	<ul style="list-style-type: none">General queries on existing policiesAnnuities, whole of life, endowments, Total Care Plan, Total Care Plan SuperCancellation of existing policiesMaking a claim on an existing policyMaking a credit card payment.
Insurance Tech – Technical <ul style="list-style-type: none">Advisers onlyStrategy and advice solutions	1800 761 067	<ul style="list-style-type: none">Technical enquiries on insurance product or insurance product strategy (including life, total and permanent disablement, trauma, income protection, annuities and investment growth bond)Business insurance/succession planningPolicy ownership and taxationInsurance inside or outside super.
Underwriting	1800 257 328	<ul style="list-style-type: none">Medical, financial, pastime, occupation or residence enquiriesClarification of requirements and current status on cases in suspensePre-assessment enquiries - medical, financial, pastime, occupation, residence etc.
Adviser Technology Help Desk <ul style="list-style-type: none">IT and software	1800 240 405	<ul style="list-style-type: none">CommInsure Adviser SiteCALQ (quoting software)WriteAway (online applications)CPM (online tracking)Life 400Password resets.
General Insurance <ul style="list-style-type: none">Customers	13 24 23	<ul style="list-style-type: none">Home and car insuranceNew policiesTo make a claimAlterations to existing policiesAll general enquiries.

Important information

This information was prepared by The Colonial Mutual Life Assurance Society Limited ABN 12 004 021 809 AFSL 235035 (CMLA) for the use of advisers only and is not to be issued or made available to members of the public. CommInsure is a registered business name of CMLA