

media release

Vero appoints new Head of Claims Services

Sydney, 18 July 2006: Vero Insurance Limited (Vero) has proven its commitment to staff by providing opportunities for personal development, growth and internal promotions. Vero is now pleased to announce that Allison Prince has accepted the role of Head of Claims Services.

Allison began with the Promina group in 1989 and quickly learned the importance of customer service, and the role of patience and communication with insurance customers.

Allison's history with Vero began when she moved into the intermediated insurance market as a Claims Executive in 1998. This role had a high level of broker engagement and a strong requirement to understand and service their needs from a claims perspective. Allison quickly developed an ingrained understanding of what brokers need to properly service the customer. Allison was also responsible for passing this knowledge on to claims staff and work colleagues.

In 2000, Allison experienced one of the highlights of her career at Claims School in England. She joined other claims teams from around the world for a week long conference and discovered many new claims handling concepts. The interaction with claims teams from different cultures and the sharing of initiatives resulted in a strong determination to try new things.

And that is exactly what happened when Allison and the Vero claims team returned to Australia. By utilising the successes of claims from the world, Vero began a challenging re-design of all claims processes.

As Head of Claims Services, Allison believes in the vital role the claims team plays within an insurance company. Her many years of experience managing various claims teams across Australia has reinforced this belief. "The claims team is the most important area in the company. We deliver the promises made by our underwriters", she said.

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Allison has worked in Victoria, South Australia and NSW and learned that the needs and expectations of both customers and brokers varied in each State. A sound knowledge of each new market was achieved through attending industry functions, meeting with brokers, learning from the claims specialists she was working with and joining ANZIIF.

“My passion for the claims team is what drives me to perform to the highest possible level. I am proud to work for a company that supports this passion. Vero has encouraged my personal development over the last 17 years, by providing me with numerous opportunities and challenges along the way”, Ms Prince said.

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Editor’s note

Vero Insurance Limited (“Vero”) is a subsidiary of the Promina Group Limited, which is one of the top 50 companies listed on the Australian Stock Exchange. Vero, formerly Royal & Sun Alliance Insurance Australia Limited, has for many years been offering highly specialised solutions to its large range of customers.

Vero is one of Australia’s largest intermediated general insurance companies and has 19 branches across Australia, providing a suite of quality specialised risk management products and services through brokers, corporate partners and risk managers.

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