



At Vero, we're committed to creating a positive customer experience during the moments that matter.

As part of our ongoing commitment to your success, we have enhanced our claims service.

It's now even easier for you to deliver positive customer experiences during the moments that matter, thanks to our improved claims-handling ability and supply chain partnerships. We understand claim time can cause stress for customers. Our claims teams aim to settle straightforward claims immediately. If the claim is more complex, we'll work with the broker and the customer to make sure the claim is processed guickly and efficiently.

Either way, we will help your customers through the entire process.

We trust that these improvements to our claims service will continue to make it easier to do business with us.

Expertise

Building a 'best-in-market' claims service through investment in our people, partners and processes

- ▼ We are building our technical ability to meet the growing demands in the commercial claims space by bringing more expertise in-house and providing faster and more effective decisions on technical aspects of the claim
- Partnering with suppliers experienced in delivering a high standard of service for brokers and customers.

Claims service

More people on the ground to deliver a faster service and better customer experience

- We have invested in our people to make sure we have adequate resources to improve response and turnaround times
 - We are giving our people the time to build relationships with brokers and listen to their needs
 - We have improved our event response ensuring scalability of our repairers and workforce during an event
 - ▼ We aim to settle SME or Property claims (up to \$10,000) on first contact with OneTouch, where the claim is processed in as little as 15 minutes and less than a day overall.

The Vero Claims Promise

Fairness and compassion

Our commitment to customers is that we will treat them fairly and consistently, as we would wish to be treated ourselves

- We have dedicated claims officers for all Property, Speciality and Fleet claims so there is consistency and a single point of contact throughout the claim process
 - We partner with leading suppliers strengthening our performance requirements and achieving better customer outcomes
 - ▼ We will continue to pay claims fairly, consistently and timely.

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Talk to a Vero representative today to find out how we can help you.

vero.com.au