

Contact Details, Service Standards & Costs

1) First contact points in the event of Damage or Loss of Property:

Charles Sturt University - Insurance Manager

Paul Hopkins BCom ANZIIF (Sen.Assoc.)
CIP Financial Accountant (Insurance)
Division of Finance
Charles Sturt University
PO Box 883 Orange NSW 2800 Australia
Tel: +61 2 63657508
Fax: +61 2 63657779
Email: phopkins@csu.edu.au; insurance@csu.edu.au

Unimutual – Claims Manager

Jamie Thomson ANZIIF (Fellow)
CIP Claims Manager
Regis Mutual Management Pty Ltd
Level 11, 56 Pitt Street, Sydney NSW 2000
Tel: +61 2 9250 2807
Fax: +61 2 9252 9070
Mob: 0431 473 156
Email: jamie.thomson@rmml.com
www.rmml.com

2) Preferred Loss adjusters to be used in the event of a Loss/Claim Notification

Albury-Wodonga campus - Crawford & Company Stephen Monte (02) 6056 2791 0418 575 218	albury@crawco.com.au
Bathurst campus - Cunningham Lindsey David Markwick (02) 6362 8588 0412 432 690	david.markwick@cl-au.com
Canberra campus - Cunningham Lindsey Tony O'Connor (02) 6256 4500 0422 008 462	tony.o'connor@cl-au.com
Dubbo campus - Crawford & Company Stacey Barton (02) 6884 0282 0428 167 435	stacey.barton@crawco.com.au
Orange campus - Cunningham Lindsey David Markwick (02) 6362 8588 0412 432 690	david.markwick@cl-au.com
Port Macquarie campus - Cunningham Lindsey Daniel Brennan (02) 6583 7852 0411 153 673	daniel.brennan@cl-au.com
Wagga campus - Cunningham Lindsey Helen Morton (02) 6921 4333 0420 961 208	helen.morton@cl-au.com

3) Loss Adjuster - Cunningham-Lindsey: Fees & Service Standards

Service Standards - Time Based:

First Contact Insured	24 hrs
Site Visit	2 days or when convenient with Insured
First Report	5 days
Progress Reports	20 days
Reply to phone calls	24 hrs
Reply to correspondence	3 days

Fees

The fees negotiated with the University as follows:

Claims below the deductible (paid by the University):

Adjuster Hourly Rate	\$100.00
Secretarial Hourly Rate	\$41.00
Rate for km (outside 50 km radius from CLA office)....	\$1.00/km
Other expenses	at cost

All rates are GST exclusive

Specialist adjuster at an hourly rate to be negotiated with CSU.

4) Loss Adjuster - Crawford & Co: Fees & Service Standards

Service Standards - Time Based:

First Contact Insured	24 hrs (or sooner if urgent)
Site Visit	2 business days (or sooner if urgent &/or possible)
First Report	5 business days
Progress Reports	20 business days
Reply to phone calls	24 hrs (or sooner if urgent)
Reply to correspondence	3 business days

Fees

The fees negotiated with the University as follows:

Claims below the deductible (paid by the University):

Adjuster Hourly Rate	Property Loss Adjuster \$145
.....	Snr Property Loss Adjuster \$185
Secretarial Hourly Rate	\$70
Rate for km	\$1.15/km

Other Expenses at cost

All rates are GST exclusive

Specialist adjuster at an hourly rate (rates held by CSU Insurance Officer as required)