

**Subject:** Diocese of NT - Motor Fleet Renewal due 31 October 2020 \*\* New Insurer\*\*  
**Date:** Friday, 30 October 2020 at 6:26:12 am Australian Central Standard Time  
**From:** Karyn Brown  
**To:** David Ray  
**Attachments:** image001.jpg, MOT20 Extract AIRS Claims Manual Oct 2020.pdf, MOT20-21 AIRS Motor Incident Flyer.pdf, MOT20-21 AIRS Motor Incident Flyer-white paper.docx, MOT20 DNT20 CofC None.pdf

Dear David,

YOUR (up to) 16 CHARACTER ZURICH CODE IS **AIRS-DIO-NT**  
*See below for why you and your drivers will need this.*

I'm sure you're eagerly awaiting the final terms from the Insurers and we've had some very pleasing results for Members this year. I'm writing particularly on the Motor Fleet insurance.

Marsh was able to obtain competitive renewal terms from the market with 3 Insurers competitive Insurers (Vero, Zurich & CGU). The best 2, when considering the whole value proposition including premium rates, presented their risk management and service offering. They were Vero & Zurich. Overwhelmingly, Zurich's offering has been selected as the best for the AIRS Membership. We acknowledge that Vero has been ANIP / AIRS Motor Insurer provider for many years, but we are really excited with Zurich's offer, with benefits directly to you....not just the premium savings, but a real focus and resource commitment to **Risk Management** to support you, particularly those with larger fleets and higher claims. Zurich also expressed vision and desire for this to partner with and to support the AIRS Membership for many years to come.

For your records, please find attached **Confirmation of Cover**, where applicable, noting Interested Parties.

Some details as follows:

## Claims Administration

1. AIRS Members will be given **online access to ZTrack**... Zurich's online claims management portal which will give LIVE up-to-date on claims status and costs.  
With Z-track, AIRS Members can **print your Claims History reports** at a date and time that suits you.  
**Please advise the Name & email address by return email** of the people in your organisation who should have this access **by Friday 6 November 2020**.
2. Zurich will provide a **dedicated Claims Account Management Service** to support AIRS / Members for any claims or services issues that need specific attention, rather than us all being at the mercy of a Call Centre or all the way back through the placing and Underwriting team.
3. Zurich are also offering the ability to pre nominate **VIP Drivers**....we would suggest Bishops, CEOs whose claims should be given a bit of extra TLC.  
You can pre-nominate your drivers by return email OR please **update the DRIVER field in the AIRS Portal starting the name with VIP** this needs to be completed by Friday 6 November 2020 ..... Eg. VIP +Phillip Freir
4. Please find attached the Motor section of the AIRS Claims Manual which sets out the contact numbers etc and the process. It hasn't changed much you now have an all important **Zurich 16 character code (see above)** that will be requested a claim time. **So please make sure everyone lodging claims is aware of this code**....or you might get the dreaded "sorry I can't find you on the system".

## Accident & Repairs

5. As part of the AIRS Claim documentation, we're pleased to attach a **Glovebox Guide** with all the new information on it. Please pass it on to your drivers OR print copies for your gloveboxes OR send it as photos to your drivers  
Please let me know if you'd like a White Paper version.
6. Claims will be lodged either by **phone** at the scene of the accident, **online** or via the **Zurich Motor App** *Note: The App will save the Policy details (such as Policy No.) for future use*  
**IMPORTANT MEMBER CODE FOR ALL CLAIMS**
7. At claim time, AIRS Members can nominate who (eg Driver or Fleet Manager) will receive the **text message updates on repair process**

## Risk Management

As you know with the engagement of Jim Varelas, AIRS has committed to supporting our Members in relation to Risk Management and the commitment to awareness and management of risks across the Membership has really resonated with Insurers. Over the policy year ahead Zurich have committed to:

1. A preliminary Audit & Claims Analysis
2. Develop a planned and agreed Assessment Program
3. Carry out Risk Assessments and Report on Grading, Benchmarking and Risk Improvement Advice
4. Ongoing risk insights, best practice new and reviews
5. Group Workshops / forums (to be planned)
6. Performance monitoring plan

Premiums are in the final stages of collation, but of course, please don't hesitate to get back to us with any questions.

Best regards

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