



**PRORISK**

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**Claims service  
from the  
professionals**



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**Protection  
is our  
promise**

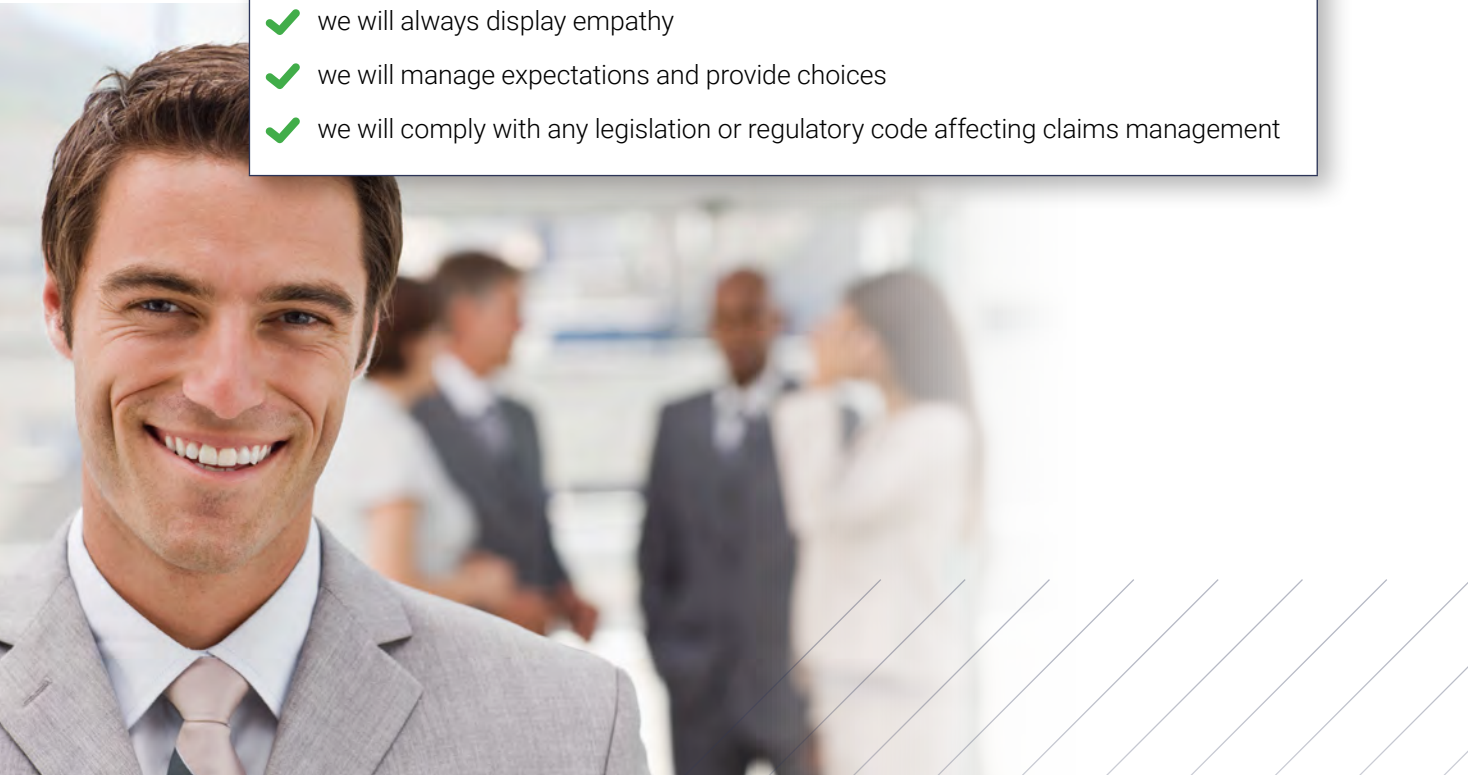
## We Deliver Promises

One of the true values of ProRisk is a successful and painless claim process. For this reason the entire focus of our claims team is to ensure the claims process is as quick and easy as possible. We pride ourselves on an excellent claims experience for the customer.

### Our promise to you:

- ✓ we will proactively manage every claim in a proactive and transparent manner
- ✓ we will ensure that we deliver fast and reliable responses
- ✓ we will ensure that we make accurate decisions
- ✓ we will negotiate honestly and fairly on your behalf
- ✓ we will provide clear and excellent communications
- ✓ we will always display empathy
- ✓ we will manage expectations and provide choices
- ✓ we will comply with any legislation or regulatory code affecting claims management

“We are here to walk you through the process from beginning to end as quickly and professionally as possible”



## Our team

We are passionate about providing our clients with valued and quality services. It is not only our expertise, but also our dedication to being the best we can be that ensures we deliver our promises.

Our specialist knowledge and experience is applied to develop solutions and solve problems to achieve the best possible outcome for our clients. Expect the best from us every day on every claim.

We have assembled over the years a dedicated team of professionals headed by our National Claims Manager, Chloe Thomas. The team comprises of the following members.

### Chloe Thomas Claims Manager



Chloe is a qualified solicitor in Victoria, South Australia and England and Wales. Chloe joined ProRisk in April 2015 as Professional Lines and Liability Claims Leader

and quickly progressed to National Claims Manager in February 2018. Prior to joining ProRisk, Chloe practised in Insurance Law for 13 years both locally and in the UK across Professional Indemnity, Medical Malpractice and Management Liability. She has worked for DLA Piper, Barlow Lyde and Gilbert (now Clyde & Co UK), Herbert Smith (now Herbert Smith Freehills LLP) and Piper Alderman.

Chloe is a passionate people person who is driven to provide excellent claims experiences and outcomes for both insureds and brokers. Critical to this overarching purpose is Chloe's ability to invest in key relationships with all relevant stakeholders and maintain excellent and clear communications. Chloe oversees all product lines including liability, property, consumer and personal accident but her key claims focus is on the larger and more complex liability claims. Chloe is dedicated to leading and mentoring a team of like minded, driven and curious claims examiners to provide exemplary outcomes. Chloe is also a Senior Associate Certified Insurance Professional, having completed her Diploma of General Insurance with ANZIIF.

### Bianca Parussolo Claims Team Leader



Bianca is a qualified solicitor. Prior to her joining ProRisk in May 2017 she spent over four years in private practice at DLA Piper. She is passionate about Medical Malpractice

insurance, having acted for a variety of allied health practitioners, as well as public and private hospitals. She brings that experience to her role as Claims Team Leader and has an in-depth understanding of the issues being faced by professionals who have claims or regulatory complaints made against them.

Since joining ProRisk, Bianca has relished the opportunity to expand her insurance and claims management knowledge into the broader Professional Indemnity and General Liability space. This has resulted in her becoming the key contact for mortgage broker claims, particularly post AFCA's inception. As a senior member of the claims team, Bianca regularly manages high value, complex and litigated claims. She also oversees claims for all of ProRisk's product lines through mentoring our claims examiners. No matter the claim though, Bianca's focus is on delivering excellent customer service and claim results for policyholders. Bianca is a Senior Associate Certified Insurance Professional, having completed her Diploma of General Insurance with ANZIIF.

## Swasti Prakash Claims Examiner



Swasti joined ProRisk in April 2022 as a Claims Examiner. Prior to joining ProRisk, Swasti was employed by Suncorp Insurance for 15 years in various roles such as Sales, Claims Specialist

and Recoveries & Settlement Specialist. During this time Swasti developed skills in leadership, managing difficult customers, maintaining strong stakeholder relationships and mentoring fellow colleagues.

Swasti is passionate on delivering exceptional customer service. With her claims experience, Swasti strives to obtain the best possible outcome for policyholders. She is considered by her colleagues as an individual who works hard to continuously grow and develop in both a professional and personal capacity.

## Manuela Dupont Claims Examiner



Manuela joined ProRisk in January 2022 as a Claims Examiner. Prior to joining ProRisk, Manuela had 16 years in the insurance industry where she was employed by Suncorp Insurance

in various roles such as Customer Value Specialist, Customer Engagement Consultant and Motor Claims Specialist. During her employment with Suncorp Insurance she developed skills in leadership, coaching and mentoring fellow peers, managing complaints, maintaining strong stakeholder relationships and delivering exceptional customer service.

Manuela is an energetic problem solver with excellent analytical skills and a drive to always obtain the best possible outcome for the policyholder.

## Emilie Naylor Claims Examiner



Emilie completed her Bachelor of Arts at Monash University majoring in International Studies in 2017. Emilie joined ProRisk in 2021, with strong organisational skills and an eye for detail;

helping provide support to her colleagues and quickly becoming a valuable team member. Emilie has recently been promoted from Claims Assistant to Claims Examiner. ProRisk has served as an introduction into the insurance world for Emilie and she is eager to learn the ropes. She is hardworking and energetic with a strong background of delivering exceptional customer service.

## Lee Cooper Business Support Executive



Lee has been an insurance professional for more than 50 years. He was the owner and joint founder in 1984 of a loss adjusting business that became one of the largest national loss adjusting firms in Australia. Upon leaving that business in 2011, he has worked for almost 10 years in an executive capacity across various areas particularly in and beside the ProRisk business. He initially established the claims team, systems, platforms, and procedures that form the foundation of the current deliverables.

In semi-retirement, Lee continues to provide support into the business particularly with claims, mentoring and assisting to share and disseminate knowledge to the team. In addition, he is involved in a range of projects and is a member of the ProRisk Leadership Team.

Protection  
is our  
promise



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## External Support

We are supported by external partners across legal support, loss adjusting and a range of experts whom we have cultivated into being invaluable partners in our business. All of our partners are invested in our values and promises and consistently deliver high performance.



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## 24/7 Support

In the event of an emergency we are always available. **Please call 1300 305 834.**





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## How can I check the progress of my claim

We will update you regularly throughout the life of the claim either at periodic intervals or when there is a development. Alternatively, there are three other ways to see what is going on with your clients claim once you've reported it.

 [claims@prorisk.com.au](mailto:claims@prorisk.com.au)

 (03) 9235 5255

 Review your claim status online utilising our customer portal ClaimPro. You will be issued with a link to view a summary of your claim



# Testimonials

We don't just talk about performance our customers actually tell us.

“ Thank you not just for your professional excellence, but for your encouragement and kind words. You have felt like a person that I could trust from the outset, and that has given me the will to continue putting one foot in front of the other on the hard days.”

“ It is a high standard that is provided consistently”

“ The matter was dealt with expediently and professionally at all levels”

“ Your efforts with settling this claim within 24 hours is just simply exceptional”



## Customer Satisfaction

Our most recent customer survey results of policyholders who had lodged claims showed that:



believed ProRisk had exceeded their expectations in the management of the claim



happy to refer to ProRisk because of the claims experience



said they would unreservedly renew their policies

Finally, our recent audit of regulatory KPI's to comply with the insurance Code of Practice revealed that each month we exceeded all requirements.

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## Contact ProRisk

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 1300 PRO INS (1300 776 467)

 enquires@prorisk.com.au

 1800 633 073

 [www.prorisk.com.au](http://www.prorisk.com.au)

 [www.probind.com.au](http://www.probind.com.au)

[in](#) [f](#) [t](#) [@](#)

### Our locations

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#### Brisbane

Level 1, 217 Logan Road  
Woolloongabba QLD 4102

#### Sydney

Level 7, 14 Martin Place  
Sydney NSW 2000

#### Melbourne

Level 2, 115 Bridge Road  
Richmond VIC 3002

Disclaimer: This brochure is a brief overview of the Claims Management Services offered by ProRisk. Any advice should be considered general in nature. If you require advice in relation to your specific needs, please speak with your solicitor or insurance broker.

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