

THE PRORISK GROUP

In-House Claims Team





Our Promises 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 and will manage expectations and provide choices
- We will comply with any legislation or regulatory code affecting claims management

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.

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





OUR TEAM

Your Claim, Our Priority



CHLOE THOMAS

Head of Claims

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Chloe is a qualified solicitor admitted in Victoria, South Australia, and England and Wales, with over 13 years' experience in insurance law across professional indemnity, medical malpractice, and management liability, including roles at DLA Piper, Piper Alderman, and several London firms. Since joining ProRisk in April 2015, she quickly advanced to Head of Claims in 2018, where she now oversees all product lines with a particular focus on complex financial lines claims. Chloe is recognised for her strong relationship-building skills and commitment to delivering exceptional claims experiences for insureds and brokers, while leading and mentoring a high-performing team. She holds a Diploma of General Insurance from ANZIIF and was named a winner in the 2022 Elite Women Awards by Insurance Business Australia.



BIANCA PARUSSOLO

Claims Team Leader

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Bianca Parussolo is a qualified solicitor who joined ProRisk in May 2017 after four years at DLA Piper, where she specialised in medical malpractice insurance and acted for allied health practitioners and hospitals. At ProRisk, she has broadened her expertise across professional indemnity, management liability, and general liability, and now serves as a senior claims specialist managing complex, high-value and litigated claims while mentoring claims examiners across all product lines. Known for her strong focus on customer outcomes, Bianca was recognised as Young Insurance Professional of the Year at the Australian Insurance Industry Awards in 2022, and has also earned ANZIIF accolades including 2020 Student of the Year and Regional Student of the Year (Victoria) for her insurance qualifications.

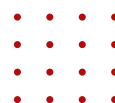
At the heart of everything we do is a passion for delivering valued, high-quality service to our clients. It's not just our expertise that sets us apart — it's our unwavering commitment to excellence that ensures we deliver on our promises.

Our specialist knowledge and experience enable us to develop solutions and tackle challenges head-on, always striving for the best possible outcomes. You can expect the highest standard of service from us — every day, on every claim.

Over the years, we've built a dedicated team of professionals, led by our Head of Claims, Chloe Thomas.

This expert team is driven by a shared commitment to integrity, collaboration, and achieving the best results for all parties involved.

newclaims@prorisk.com.au





LEE COOPER
Business Support Executive

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Lee brings over 50 years of insurance industry experience, including co-founding a loss adjusting firm in 1984 that grew into one of Australia's largest national providers. After exiting the business in 2011, he spent nearly a decade in executive roles helping drive ProRisk's growth, and played a key role in establishing its claims team, systems, and processes. Now semi-retired, Lee continues to contribute as part of the leadership team through mentoring, supporting claims, and sharing his expertise on key projects.



LISA SAMPSON
Claims Examiner

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Lisa joined ProRisk in March 2024 as a Claims Examiner, bringing over 24 years of experience across roles at Jardine Insurance Brokers and Suncorp, where she developed expertise in customer engagement, leadership, motor claims, and banking. Known for her strategic thinking, mentoring, and ability to resolve complex claims with precision, Lisa combines strong analytical skills with a commitment to delivering outstanding outcomes, making her a valuable addition to the ProRisk team.

ABOUT OUR TEAM

- Three qualified lawyers, bringing a depth of legal expertise
- Two ANZIIF Senior Associate CIP and three Associate CIP qualified team members
- ANZIIF Most Valuable Team of the Year 2021
- Young Insurance Professional of the Year 2022 - Bianca Parussolo
- Insurance Business Awards Elite Women in insurance 2022 - Chloe Thomas
- Finalist for Claims Team of the Year Australian Insurance Industry Awards 2023 – 2025
- Excellence Awardee for Underwriting Agency Claims Team of the Year 2021 and 2022



DEBORAH LAZAROUS
Senior Claims Specialist

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Deborah brings a wealth of expertise with 16 years as a Special Counsel in insurance litigation and 13 years in senior claims roles, primarily in financial lines at leading insurers. Since joining ProRisk in 2024, she has leveraged her combined legal and claims experience to navigate complex matters with precision, proactively manage risk, and deliver strong outcomes for clients.



CHRIS WOLLENSACK
Claims Examiner

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Chris joined ProRisk in August 2024 as a Claims Examiner, bringing nearly eight years of experience from Suncorp Group, where he held roles including Claims Consultant, Total Loss Specialist, and Recoveries and Settlement Consultant, along with leadership positions in property claims. He offers a well-rounded skill set across customer service, stakeholder engagement, leadership, and complaints handling, underpinned by broad industry experience.



RENUKA DADAYAKKARAGE
Claims Examiner

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Renuka brings over 14 years of motor insurance experience, with expertise spanning claims, repair management, total loss, investigations, recoveries and settlements, and change management. With a strong understanding of the end-to-end claims process, they offer a practical, solution-focused approach and are eager to contribute to ProRisk's success through collaboration and shared insights.



MANUELA DUPONT
Claims Examiner

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Manuela joined ProRisk in January 2022 as a Claims Examiner, bringing 16 years of experience with Suncorp Insurance across roles in customer engagement, motor claims, and customer value. She has developed strong skills in leadership, mentoring, stakeholder management, and complaints handling, and is known for her analytical approach and commitment to achieving the best outcomes for policyholders. Manuela is an Associate Certified Insurance Professional, having completed her Certificate IV in General Insurance.



SWASTI PRAKASH
Claims Examiner

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Swasti joined ProRisk in April 2022 as a Claims Examiner, bringing 15 years of experience from Suncorp Insurance across sales, claims, and recoveries and settlements. She has strong capabilities in leadership, stakeholder management, and handling complex customer situations, and is known for her commitment to delivering exceptional service and achieving the best outcomes for policyholders, alongside a continuous focus on personal and professional growth.



EMILIE NAYLOR
Claims Examiner

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Emilie joined ProRisk in 2021 after completing a Bachelor of Arts in International Studies at Monash University in 2017, and has since progressed from Claims Assistant to Claims Examiner. Known for her strong organisational skills, attention to detail, and energetic approach, she delivers excellent customer service while supporting her team with professionalism. Emilie is also an Associate Certified Insurance Professional, having completed her Certificate IV in General Insurance.

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.



HOW TO LODGE A CLAIM

In the event of an emergency we are always available

We will respond and arrange what is needed to assist you

We will provide you with comfort and advice

Commercial Claims

newclaims@prorisk.com.au

Motor Vehicle Claims

cmfclaims@prorisk.com.au



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.

Obtain a direct update from the dedicated claims handled appointed to the matter.



"Manuela, wanted to thank you for your endless help on getting the claim finalised. You were a pleasure to deal with and calm and informative even with my numerous phone calls and emails."

"This litigation was stressful and affecting me more than it would affect the everyday person. Emilie, you've made me feel heard and seen throughout this process."

"I honestly can't thank you enough Swasti, for helping me end this stress and making it a pleasant experience corresponding with you too."

"I'm forever grateful for your assistance and professional support Lee on this matter."

"Thank you very much once again Chloe for all your help, you've exemplified excellent service and what we all look for with our insurance providers when it comes to having to claim on our policy."

"Thank you so much for your assistance Renuka. You have been absolutely incredible with your support. Cannot thank you enough"

"Chris, it's a pleasure to find someone who just gets things done. Much appreciated."

"Debbie, you're always responsive and on point. So grateful!"

"Thanks Lisa, I must say you were the best person I dealt with about this accident. My own insurer was pathetic."

"Wanted to thank you for your recent help, Bianca. Your service was amazing and put our client at ease during a stressful time. It's greatly appreciated."

TESTIMONIALS

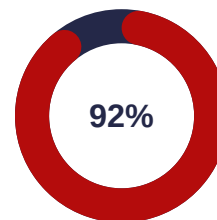
We don't just talk about performance,
our customers actually tell us.



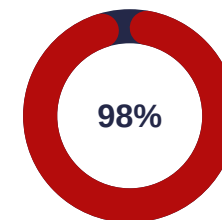
Customer Satisfaction



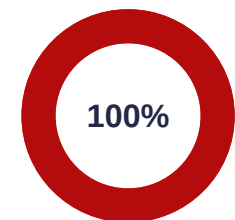
Our most recent customer survey results of policyholders who had lodged claims show that:



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.

THE PRORISK GROUP

PRORISK | XENON | ARMADA

Contact The ProRisk Group

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Armada

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Our Locations

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-  **Sydney**
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Sydney, NSW, 2000
-  **Brisbane**
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QLD 4173



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 under/itor or insurance broker.