



What to do when you might need to make a claim

For CGU Real Estate Professional
Indemnity policy holders

As a holder of a CGU Real Estate Professional Indemnity policy through Aon, you are entitled to a number of benefits designed and intended to support you through a claim or a potential claim circumstance. These are:

- Answering your questions when you call the free legal advice hotline;
- Taking care of the receipt and management of claims notifications on your behalf;
- Managing and defending your Real Estate Professional Indemnity claims; and
- Providing you with future risk management strategies in conjunction with Aon.

These benefits are provided by Carter Newell Lawyers as the appointed claims administrator. It is important to understand these benefits and to utilise these as early as possible – this can be the difference between early resolution or expensive litigation.

Access to complimentary legal advice

You have access to a telephone advice hotline to assist you in dealing with professional indemnity claims and/or circumstances which may give rise to a professional indemnity claim.

Carter Newell Lawyers employs a dedicated Real Estate Claims Portfolio Adviser (**the CPA**) for the Real Estate policy arranged by Aon. The cost of this service is complimentary.

Claims notification support

The CPA's role is to receive and triage claim notifications. The CPA will assist you with your queries or concerns. Upon receipt of all relevant information the CPA will notify the insurer, CGU Insurance Limited, on your behalf. This service is also complimentary.

For managing and defending your claims process see Figure 1 below.

Helping you with future risk management strategies

At the conclusion of a claims matter, Carter Newell Lawyers can provide you with insights into how the claims circumstances arose and give you suggestions for future risk management and mitigation.

What you should do immediately after getting a notification

1. Avoid discussing the matter with, or providing documents to, other parties
2. Avoid making any admissions of liability or concessions
3. Do not reveal that you have insurance which may respond to the claim or potential claim
4. Do not agree to respond by any particular timeframe (if a response is required)
5. Call Carter Newell Lawyers as soon as you can on 1800 624 264.



Figure 1

Next steps

1. Contact Carter Newell Lawyers at the earliest possible opportunity to notify a claim or potential claim or to seek advice if you consider a transaction may result in or a client may bring a claim.
2. Have the following information available:
 - The full trading name of the insured entity
 - The ABN of the insured entity
 - The policy number
 - Whether the insured entity is registered for GST and entitled to an input tax credit on GST paid on policy premium
 - Full details of the claim-background circumstances, names(s) of claimants, date(s) of loss, date of first intimation of a claim, any relevant deadlines and the quantum sought.
3. Collate evidence
 - Preserve all records - save all emails, text messages, correspondence and the like.
 - Take statements from key witnesses (if appropriate) or provide witnesses' details.

About Carter Newell Lawyers

Carter Newell Lawyers is the national legal services provider on behalf of CGU Insurance Limited for the Aon Real Estate Facility.

Carter Newell Lawyers is an award-winning law firm, which has the largest real estate and property defence practice in Australia. They have over 30 years of litigation experience in the real estate industry and have dealt with thousands of claims against real estate agents and property industry participants.



Contacts

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