

icare™

**workers insurance
policy renewal
customer
communication**

March 2017

45 days prior to renewal postcard

Dual branded with Scheme Agent



13 44 22

13 55 22

Your workers compensation insurance policy is currently managed through <Allianz>, one of icare's insurance partners. From 2017, your workers compensation insurance will be renewed directly with icare.

what does it mean for you?
It will be simpler to manage your policy, and very soon you'll have access to your policy information online anytime, anywhere.

what do you need to do?
Keep your eye out for your next policy renewal letter which will come direct from icare in the next few weeks. With a few easy clicks, you or your insurance broker will be able to manage your policy online.

use an insurance broker?
Your policy information remains unchanged. So if a broker manages your insurance, they will remain noted on your policy.

who is icare?
icare (Insurance and Care NSW) delivers the insurance and care schemes for the NSW community. Our purpose is to protect, insure and care for the people, businesses and assets that make NSW great. icare workers insurance protects over 284,000 employers and 3.3 million workers in NSW.

**Got questions?
Call us on 13 44 22**

icare workers insurance

Mr Sam Sample
131 Sample Street
Samletown
NSW 2000

POSTAGE PAID AUSTRALIA

IF UNDELIVERABLE PLEASE RETURN TO: PO BOX 604 WINGSBOROUGH NSW 480

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45 days personalised letter

Top 500 from John Nagle, Group Executive Workers Insurance



35 day reminder postcard & post-it-note pack



13 44 22

13 55 22



21 day prior to policy renewal

icare
workers
insurance

icare is making it simpler for you or your broker to renew and manage your workers insurance policy online anytime, anywhere.

Enclosed is your 2017 workers insurance policy renewal from icare. Our insurance partner, <Allianz>, will send your 'actual wages declaration'.

What do you need to do?


1	Check your details on the enclosed policy renewal, including business information, payment options for instalments (where applicable) and direct debit details	2	Contact icare on 13 44 22 if you need to make any updates
3	Send your 'actual wages declaration' back to <Allianz>	4	Send your updated 'estimate wages' back to icare PO Box 6766, Silverwater, NSW 1811 or email: underwriting.operations@icare.nsw.gov.au

Need more information?
icare Employer Assist provides an overview of workers compensation insurance for NSW employees. It's been specifically designed to help you understand how your insurance works.
Go to workersinsurance.icare.nsw.gov.au and add an Employer Assist button to your mobile device for easy access to information on the go.

Have a workers insurance claim?
Nothing changes when it comes to claims. <Allianz> will continue to manage your claims.
For more information, talk to your claims manager.

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icare.nsw.gov.au/mypolicy



1. Policy renewal in an icare envelope
2. Step-by-step guide

21 day prior policy renewal guides

mid market

icare
workers
insurance

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employer

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workers
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corporate

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workers
insurance

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actual wages declaration letter from current scheme agent



The image shows a letter from icare workers insurance, dated 12/01/2017. The letter is addressed to a company with a redacted name and is from the CIO. The subject is 'Actual wages declaration for 2016 Allianz policy'. The letter informs the recipient that from 2017, icare will manage their workers insurance policy. It states that the enclosed is their 'actual wages declaration' for their 2016 Allianz policy and that icare will send their 2017 Workers Insurance policy renewal. The letter lists three steps: 1. Complete your 'actual wages declaration'. 2. Send your 'actual wages declaration' back to Allianz ADDRESS. 3. Check your details on the icare policy renewal including business information, estimate wages, payment options for instalment and direct debit details. It also provides contact information for icare on 13 44 22. The letter includes sections for 'Need more information?', 'Have a workers insurance claim?', and 'Who is icare?'. A red button at the bottom right says 'Need to know more? Call icare on 13 44 22'.

icare
workers
insurance

12/01/2017

CIO

From 2017 icare will manage your workers insurance policy

Enclosed is your 'actual wages declaration' for your 2016 Allianz policy.
Our insurance partner, icare will send your 2017 Workers Insurance policy renewal.

What do you need to do?

- 1** Complete your 'actual wages declaration'
- 2** Send your 'actual wages declaration' back to Allianz ADDRESS
- 3** Check your details on the icare policy renewal including business information, estimate wages, payment options for instalment and direct debit details.
Contact icare on **13 44 22** if you need to make any updates

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