Customer Charter – Claims

Our Goal is for all Castle customers to experience a simple and supported claims experience

Our Principles:

1. We adhere to the requirements of the General Insurance Code of Practice and are committed to providing high levels of service.
2. We strive to make it easy for you to deal with us.
3. We will deal with you in an honest and fair manner.
4. We will keep you informed of the progress of your claim.
5. We respect your privacy and won't disclose your personal details to any third party without your permission.
6. We are committed to your safety and wellbeing and that of our people – we will be respectful in our dealings with you and ask that you are respectful in your dealings with us.
7. We work in partnership with our trusted suppliers to support you with your claim.
8. If you are vulnerable for any reason, we will look to understand your needs and respond to them.
9. If we are unable to accept your claim, we will fully explain why to you and provide you with the reports that we have used in reaching our decision.
10. We will try to resolve any concerns you may have and advise you of our formal procedure if you need to lodge a complaint.
11. We are committed to continuous improvement – we listen to and learn from feedback.

Sure Insurance Pty Ltd trading as Castle Insurance (ABN 72 624 109 128) is an underwriting agency and holds an Australian Financial Services License (AFS License number 506 378). Insurance products distributed by Castle Insurance (under its own AFSL) with Products underwritten by Certain Underwriters at Lloyd's, led by Canopius Managing Agents Limited (Syndicate 4444)