

# Did you know?



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## CommInsure Contacts 2015

To help get your questions answered quickly, this week's *Did you know?* provides a list of the main business units within CommInsure that you may need to contact from time to time with a brief summary of their main functions and the appropriate numbers to call.

Business unit	Number	Key functions
<b>Adviser Assist</b> (operating from 8am to 8pm AEST, Mon-Fri) <ul style="list-style-type: none"><li>• <u>Advisers only</u></li></ul>	<b>1800 805 686</b>	For all general enquiries, new business, underwriting suspense, and general application enquiries.
<b>Contact Centre</b> (operating from 8am to 8pm AEST, Mon-Fri) <ul style="list-style-type: none"><li>• Customers</li></ul>	<b>13 10 56</b>	For applicant / policy holder enquiries and claims.
<b>Underwriting</b> (operating from 8am to 8pm AEST, Mon-Fri) <ul style="list-style-type: none"><li>• <u>Advisers only</u></li></ul>	<b>1800 257 328</b>	Underwriting pre-assessment queries  CommInsure Underwriting Department PO Box 324 Silverwater NSW 2128
<b>InsuranceTech – Technical</b> (operating from 9am to 5pm AEST, Mon-Fri) <ul style="list-style-type: none"><li>• <u>Advisers Only</u></li></ul>	<b>1800 761 067</b>	Contact InsuranceTech for specific technical queries regarding personal risk insurance products, annuities, IGB and legislation.  Email: <a href="mailto:insurancetech@cba.com.au">insurancetech@cba.com.au</a>
<b>Adviser Technology Help Desk</b> (operating from 8am to 8pm AEST, Mon-Fri)	<b>1800 240 405</b>	For all technical support, website access and software queries.
<b>General Insurance</b> <ul style="list-style-type: none"><li>• Customers</li></ul>	<b>13 24 23</b>	All general insurance enquiries for Home & Contents & Car Insurance

**Our contact details are also available via our CommInsure Adviser website or by clicking the link below:**

<https://adviser.comminsure.com.au/contact/index.aspx>

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