
CCI

Claims Management

LESSONS



This publication is produced by Catholic Church Insurances Limited as part of its service to Catholic organisations and will be issued from time to time as a periodical publication.
Number 2

December 2002

Early Notification of 'Notice of Claim'

A key aspect of claims management is early notification. The nature of public liability claims means that early notification of intended legal proceedings is of paramount importance to insurers to assist in providing best representation.

The recent introduction of the '*Personal Injuries Proceedings Act, 2002*' provides for an overhaul in the way that public liability claims are managed in Queensland.

One of the key parts of the Act is that claims are now commenced by the service of a 'Notice of Claim'.

It is important to note that there is no requirement to serve a Notice of Claim on an Insurer. If a Notice of Claim is received it should immediately be referred to CCI with a note of the date on which it was received.

Once a Notice of Claim is served, a period of one month is allowed for a response. This includes confirmation that the respondent has been properly named and any request for additional information.

A response to a Notice of Claim should always come from Catholic Church Insurances as your public liability Insurer.

If there is a failure to respond to a Notice of Claim within one month, it is assumed that the contents are accepted without question. There is also provision for a fine of up to \$7,500.

The closure of schools throughout Queensland for the Christmas holidays means that there is a real risk that a Notice of Claim could be delivered to a School, but not referred to CCI until after a month has expired.

To ensure that CCI is able to best represent the interests of Queensland Catholic schools and colleges, it may be necessary to put systems in place to ensure that mail is checked at regular intervals during the holiday period. If a Notice of Claim is received in that time, it should immediately be sent to CCI for attention.

Whilst we understand that this may mean making some late arrangements for the checking of mail, we feel it is an important issue and look forward to receiving your co-operation and assistance.

CCI remains committed to serving you and the Catholic community. Our claims management process has been established to provide you with prompt and fair settlement.