



Coal Services

12 August 2019

State Insurance Regulatory Authority
Level 6, McKell Building
2-24 Rawson Place
Sydney NSW 2001
by email: consultation@sira.nsw.gov.au

Dear Sir/Madam

Customer service conduct principles consultation

Thank you for inviting Coal Mines Insurance Pty Limited (CMI) to make a submission on the proposed insurer licence conditions that establish consistent customer service conduct principles across the insurance schemes that the State Insurance Regulatory Authority (SIRA) regulates (Principles).

CMI is established under statute as a specialised insurer to be the sole provider of workers compensation insurance to the NSW Coal industry and, as such, is committed to delivering its services consistent with the objectives established in the *Workplace Injury Management and Workers Compensation Act 1998*.

CMI supports the Principles and the work SIRA is doing to provide a robust framework for regulating the NSW workers compensation system, in line with community expectations and the best interests of customers, to ensure the system is efficient, honest and fair.

CMI along with its parent company, Coal Services Pty Limited, works with industry to focus on safe work practices that protect the health, safety, and wellbeing of coal industry workers. Its strategic direction over the last five years, since it launched its 2020 strategy has been to ensure and facilitate a more customer-focused and efficient business.

The Coal Services Group is committed to continuous improvement and to deliver optimal customer experiences that will serve its stakeholders beyond 2020. Coal Services would welcome the opportunity to work with SIRA on this important initiative.

If you would like to discuss any aspect of this letter, please do not hesitate to contact me.

Yours sincerely

Lucy Flemming
Managing Director/CEO

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