10-Point Plan to strengthen the General Insurance Code

1 Establish enforceable minimum standards to assist consumers **experiencing vulnerability**

Turn minimum standards in the Extra Care Guideline into enforceable code provisions

Code Rec 25: Ask consumers about their circumstances and offer assistance

Code Rec 30: Address key design issues impacting victim survivors of family violence

Code Rec 31: Provide for First Nations interpreting services and reference the AUSTRAC Guide

Code Rec 32: Ask customers re: First Nations status in respectful and culturally sensitive ways

Code Rec 37: Provide information on decisions to provide cover on non-standard terms

Code Rec 39: Require questionnaires and application processes to be sensitive

2 Support customers experiencing insurance **premium hardship**

PFI Rec 26 and Code Recs 1 and 4: Include premium hardship in the scope of Section 8

3 Address issues relating to **cash settlements** including the provision of actionable quotes

PFI Rec 10: Provide cash settlements in a templated form including actionable quote

PFI 13 and Code Rec 72: Demonstrate how cash settlements reflect unforeseen risks, variations and project management costs

PFI Rec 15: Fully prohibit the use of the terms "without prejudice" or "confidential"

Code Rec 70: Insurers explore all options to rebuild or repair and provide clarity about offering cash settlements

Code Rec 71: Consider someone's circumstances and capacity when deciding on a cash settlement

4 Improve the approach to **expert reports** including automatically giving them to customers in standard formats

PFI Rec 6: Proactively provide consumers with a standardised expert report

5 Proactively communicate and manage **claim fulfilment** processes

PFI Rec 18 and Code Rec 74: Standardising scopes of works with a full description of work and costs

PFI Rec 20: Provide people who are in temporary accommodation 3 months' notice of changes

PFI Rec 26: Take a flexible approach to rebuilds and like for like replacements

PFI Rec 30: Provide updated information about what policyholders can expect from making a claim

PFI Rec 31: Contact customers within 5 business days of becoming aware of a material change

PFI Rec 33: Provide real-time information on a claim's progress

6 Strengthen the reliability and effectiveness of **sum-insured** calculations

PFI Rec 19 and Code Rec 57: Provide additional costs like debris as benefits over and above the sum insured

PFI Rec 24: Provide plain English information around sum insured calculations

PFI Rec 25 and Code Rec 56: Prompt consumers to check sum insureds and ensure the accuracy of calculators

7 Curtail use of "circumstances beyond our control" to rein in **delays in claims handling**

Balance the exceptions at Clause 76 with commitments to support the expedite delayed claims

8 Restore effective oversight by an **independent Code Governance Committee**

Remove constraints introduced into:

Clause 197: Limiting the CGC's ability to make decisions about breaches

Clauses 198 and 204: Constraining CGC's ability to consider complaints

Clauses 206 and 207: Limiting the CGC's power to require rectification

Charter Clauses 1.4 and 4.1: Limiting the CGC's power to consider breaches of complaint clauses

Clause 204 and Charter Clauses 1.2, 5.2 and 5.4: Require the CGC to consider the ICA's drafting intent

Restore Current Clause 180: Commit to have appropriate systems in place to enable the CGC to monitor compliance

9 Apply all Code protections to **small businesses**

Implement **Code Rec 47**

10 Remove exceptions to ensure a genuinely **enforceable Code**

Remove exceptions introduced at:

Clause 23 (a): The Code should prevail over policy clauses

Clause 23 (c): Remove exceptions to timeframes for extraordinary events etc

Principles: Should be made enforceable

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