

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS AND OTHER FINANCIAL INSTITUTIONS

INSURANCE SECTOR

Guild Insurance Limited

**GIL01QW:** [Insert written question as provided by the committee]

Q No.	Member	Question
GIL01QW	Leigh	<p>a) For rejected or denied insurance claims across all your products, what are the average and median times, from the initiation of a claim to the decision on it?</p> <p>b) For approved insurance claims across all your products, what are the average and median times, from the initiation of a claim to the decision on it?</p> <p>c) For each of the last three reporting years, please complete the table below for each of the following products (if provided): Workplace Insurance / Accident Insurance / Income protection insurance. <i>Responses for this question should include workplace insurance information relating to statutory workers compensation schemes.</i></p>

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**Answer:**

**GIL01QW Part (a)**

Rejected or declined claims: Average time, from initiation of a claim to the decision on it: 66 days

Rejected or declined claims: Median time, from initiation of a claim to the decision on it: 53 days

**Answer:**

**GIL01QW Part (b)**

Approved claims: Average time, from initiation of a claim to the decision on it: 14 days

Approved claims: Median time, from initiation of a claim to the decision on it: 7 days

Answer:

**GIL01QW Part (c)**

*Product: Workers Compensation*

*Data Period: 2017/18*

<b>STATE</b>	<b>No. of claims made</b>	<b>Number rejected</b>	<b>Number approved</b>	<b>Average duration from initiation of claim to decision (Days)</b>	<b>Median duration from initiation of claim to decision (Days)</b>	<b>Rejected claims - average duration from initiation of claim to decision (Days)</b>	<b>Rejected claims - median duration from initiation of claim to decision (Days)</b>	<b>Approved claims - average duration from initiation of claim to decision (Days)</b>	<b>Approved claims - median duration from initiation of claim to decision (Days)</b>
<b>ACT</b>	160	12	148	24	13	75	18	20	12
<b>NT</b>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<b>NSW</b>	298	7	291	12	7	63	72	11	7
<b>VIC</b>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<b>QLD</b>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<b>SA</b>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<b>TAS</b>	74	2	72	11	6	40	40	10	6
<b>WA</b>	119	2	117	24	13	75	75	23	13
<b>TOTAL</b>	<b>651</b>	<b>23</b>	<b>628</b>	<b>17</b>	<b>7</b>	<b>68</b>	<b>50</b>	<b>15</b>	<b>7</b>

Product: Workers Compensation

Data Period: 2018/19

STATE	No. of claims made	Number rejected	Number approved	Average duration from initiation of claim to decision (Days)	Median duration from initiation of claim to decision (Days)	Rejected claims - average duration from initiation of claim to decision (Days)	Rejected claims - median duration from initiation of claim to decision (Days)	Approved claims - average duration from initiation of claim to decision (Days)	Approved claims - median duration from initiation of claim to decision (Days)
<b>ACT</b>	157	19	138	18	14	25	17	17	14
<b>NT</b>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<b>NSW</b>	388	4	384	11	7	196	44	9	7
<b>VIC</b>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<b>QLD</b>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<b>SA</b>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<b>TAS</b>	98	4	94	11	6	58	58	9	6
<b>WA</b>	137	4	133	24	13	83	85	22	13
<b>TOTAL</b>	<b>780</b>	<b>31</b>	<b>749</b>	<b>15</b>	<b>7</b>	<b>58</b>	<b>23</b>	<b>13</b>	<b>7</b>

Product: Workers Compensation

Data Period: 2019/20

STATE	No. of claims made	Number rejected	Number approved	Average duration from initiation of claim to decision (Days)	Median duration from initiation of claim to decision (Days)	Rejected claims - average duration from initiation of claim to decision (Days)	Rejected claims - median duration from initiation of claim to decision (Days)	Approved claims - average duration from initiation of claim to decision (Days)	Approved claims - median duration from initiation of claim to decision (Days)
ACT	142	11	131	17	12	17	10	17	12
NT	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
NSW	507	20	487	14	7	74	71	11	7
VIC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
QLD	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
SA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
TAS	90	9	81	20	7	73	72	14	7
WA	192	8	184	24	12	126	108	19	11
<b>TOTAL</b>	<b>931</b>	<b>48</b>	<b>883</b>	<b>17</b>	<b>7</b>	<b>69</b>	<b>61</b>	<b>14</b>	<b>7</b>

Product: Voluntary Workers Personal Accident Weekly Benefits

Data Period: 2017/18

STATE	No. of claims made	Number rejected	Number approved	Average duration from initiation of claim to decision (Days)	Median duration from initiation of claim to decision (Days)	Rejected claims - average duration from initiation of claim to decision (Days)	Rejected claims - median duration from initiation of claim to decision (Days)	Approved claims - average duration from initiation of claim to decision (Days)	Approved claims - median duration from initiation of claim to decision (Days)
ACT	1	n/a	1	0	0	n/a	n/a	0	0
NT	0	n/a	0	n/a	n/a	n/a	n/a	n/a	n/a
NSW	0	n/a	0	n/a	n/a	n/a	n/a	n/a	n/a
VIC	0	n/a	0	n/a	n/a	n/a	n/a	n/a	n/a
QLD	0	n/a	0	n/a	n/a	n/a	n/a	n/a	n/a
SA	0	n/a	0	n/a	n/a	n/a	n/a	n/a	n/a
TAS	1	n/a	1	15	15	n/a	n/a	15	15
WA	0	n/a	0	n/a	n/a	n/a	n/a	n/a	n/a
<b>TOTAL</b>	<b>2</b>	<b>n/a</b>	<b>2</b>	<b>8</b>	<b>8</b>	<b>n/a</b>	<b>n/a</b>	<b>8</b>	<b>8</b>

Product: Voluntary Workers Personal Accident Weekly Benefits

Data Period: 2018/19

STATE	No. of claims made	Number rejected	Number approved	Average duration from initiation of claim to decision (Days)	Median duration from initiation of claim to decision (Days)	Rejected claims - average duration from initiation of claim to decision (Days)	Rejected claims - median duration from initiation of claim to decision (Days)	Approved claims - average duration from initiation of claim to decision (Days)	Approved claims - median duration from initiation of claim to decision (Days)
ACT	0	n/a	0	n/a	n/a	n/a	n/a	n/a	n/a
NT	0	n/a	0	n/a	n/a	n/a	n/a	n/a	n/a
NSW	0	n/a	0	n/a	n/a	n/a	n/a	n/a	n/a
VIC	0	n/a	0	n/a	n/a	n/a	n/a	n/a	n/a
QLD	0	n/a	0	n/a	n/a	n/a	n/a	n/a	n/a
SA	0	n/a	0	n/a	n/a	n/a	n/a	n/a	n/a
TAS	0	n/a	0	n/a	n/a	n/a	n/a	n/a	n/a
WA	0	n/a	0	n/a	n/a	n/a	n/a	n/a	n/a
<b>TOTAL</b>	<b>0</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>



Product: Voluntary Workers Personal Accident Weekly Benefits

Data Period: 2019/20

STATE	No. of claims made	Number rejected	Number approved	Average duration from initiation of claim to decision (Days)	Median duration from initiation of claim to decision (Days)	Rejected claims - average duration from initiation of claim to decision (Days)	Rejected claims - median duration from initiation of claim to decision (Days)	Approved claims - average duration from initiation of claim to decision (Days)	Approved claims - median duration from initiation of claim to decision (Days)
ACT	0	n/a	0	n/a	n/a	n/a	n/a	n/a	n/a
NT	0	n/a	0	n/a	n/a	n/a	n/a	n/a	n/a
NSW	0	n/a	0	n/a	n/a	n/a	n/a	n/a	n/a
VIC	0	n/a	0	n/a	n/a	n/a	n/a	n/a	n/a
QLD	1	n/a	1	63	63	n/a	n/a	63	63
SA	0	n/a	0	n/a	n/a	n/a	n/a	n/a	n/a
TAS	1	n/a	1	13	13	n/a	n/a	13	13
WA	0	n/a	0	n/a	n/a	n/a	n/a	n/a	n/a
<b>TOTAL</b>	<b>2</b>	<b>n/a</b>	<b>2</b>	<b>38</b>	<b>38</b>	<b>n/a</b>	<b>n/a</b>	<b>38</b>	<b>38</b>