

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS AND OTHER FINANCIAL INSTITUTIONS INSURANCE SECTOR

Cover-More

CVM04QON: **Dr LEIGH:** ... You said before that you had had to report a breach for failing to comply with the 10-day rule. How many customers are affected by that?
Mr Stein: Certainly, the upper limit of that would be 10,000. There are 10,000 COVID related claims that are causing this spike. I can take that on notice and revert with an exact answer, though.

Answer: Zurich Australian Insurance Limited is our underwriter and the Code subscriber. With respect to Cover-More, in May 2020, Zurich reported a significant breach to the Code Governance Committee relating to time taken in responding to customers in light of COVID-19. We estimate that 17,300 customers have been affected by this (assuming the number of claims is a proxy for the number of customers). We regret this delay and are working very hard to correct this. Cover-More expects to be within Code timeframes by 30 June 2020.