

Review of the General Insurance Code of Practice

The General Insurance Code of Practice is the general insurance industry's promise to be open, fair and honest in the way it deals with customers. The Code commits insurers to high standards which they uphold in the services they provide to their customers. These standards apply when selling insurance, dealing with insurance claims, responding to catastrophes and disasters, and handling complaints.

Mr Robert Cornall AO has been appointed by the Board of the Insurance Council of Australia as the Independent Reviewer of the Code. The Review will be conducted from 1 June 2009.

The Independent Reviewer has today called for written submissions addressing the Terms of Reference, from all interested parties, to be lodged with the Review Secretariat by 4.00pm on 1 July 2009.

Details of the Review's Terms of Reference and guidelines on how to make a submission can be found on the Review's website: www.codeofpracticereview.com.au

Following this the Independent Reviewer will undertake consultations with interested parties around Australia. Details of the times and dates for the consultations and how to register will be made available on the Review website.

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