

WESTPAC GENERAL INSURANCE INTRODUCES ONLINE CLAIMS FOR HOME AND CONTENTS CUSTOMERS

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For immediate release:

Westpac General Insurance has launched a convenient new website feature that enables its home and contents customers to make claims online.

Westpac's head of general insurance Jim Glossat said the new online process was designed as an alternate and convenient way for customers to make a claim 24 hours a day, 7 days a week.

Customers can now lodge a claim via traditional methods or on a computer, tablet or smart-phone. Feedback from customers has indicated that they would find the ability to use a mobile device particularly helpful during a natural disaster or crisis situation. Once the claim is lodged customers receive an instant SMS notification and will be contacted by a claims officer as soon as possible and within 48 hours.

"Claim time is often stressful and we are always looking for ways to make it as easy as possible for our customers," said Mr Glossat.

"During high-claim periods such as extreme weather events or when customers are in unexpected situations they will be able to make an online claim at any time day or night," Mr Glossat added.

The form is also available for St.George, BankSA and Bank of Melbourne customers.

Best New Technology Product 2013 - iAwards

The Westpac General Insurance online claim form designed by Avoka Technologies was recently awarded Best New Technology Product for its rapid deployment capabilities at the 2013 National iAwards which recognises the 'best of the best' information and communications technology (ICT) products and service.

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