

Claims information and contacts

Our Accident & Health claims are managed by third party administrator Corporate Services Network (CSN). The information provided below highlights what to expect during the claim journey, including timeframes and important contacts.

CSN is committed to Liberty's timeframes to ensure your claim is handled efficiently, honestly and fairly. We recognise the importance of conducting claims in a clear and transparent manner, while maintaining utmost respect to an individual's circumstances.



Corporate Travel



Group Personal Accident
& Sickness



Expatriate/Inpatriate

Claims handling timeframes

- ▶ New claims to be registered and an acknowledgement email sent within 1 business day.
- ▶ Our initial claim assessment can lead to a decision, or the request of further information from the claimant and/or third party to support the claim within 5 - 7 business days.
- ▶ Once the required information is received by CSN, a decision will be made and the outcome communicated to the claimant and/or representative, within 3 business days.
- ▶ CSN will deliver follow-ups and/or updates on the progress of the claim every 10 business days.

Policy Excesses

The claim may attract excesses and/or excess periods. These are detailed in the policy schedule and should be read in conjunction with the policy wording. This can be a monetary value deducted from the claim assessment and/or a number of days to be served prior to the benefits being payable.

Troubleshooting

In the event of a declined claim, a letter will be issued providing our reasons, the applicable policy wording sections and our complaints and disputes resolution process.

For your reference, the contact email is apclaimscomplaints@libertyglobalgroup.com

Should a concern or issue arise during the claims process, please direct your enquiries to the relevant escalation person below.

General Claim Enquiries

Corporate Services Network

Liberty Specialty Markets

c/- Corporate Services Network

GPO Box 4276, Sydney NSW 2001

T 02 8256 1770

E liberty@csnet.com.au

Escalation Contacts

Corporate Services Network

Henry Arnold

Team Leader

T 02 8123 0412

E henry_arnold@csnet.com.au

Nicole Williams

Operations Manager

T 0416 980 478

E nicole_williams@csnet.com.au

Mona Desai

Senior Client Manager

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Liberty Specialty Markets

Robyn Hassell

Claims Manager, Accident & Health

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Mervin Malong

Claims Specialist, Retail

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John Vu

Senior Claims Outsourcing Specialist

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E john.vu@libertyglobalgroup.com

Thuy Vu

Assistant Vice President & Claims Manager,

Retail & Outsourcing, Asia Pacific

T 02 8047 3337

E thuy.vu@libertyglobalgroup.com

[View our office locations](#)

[Meet our Accident & Health team members](#)



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