



METHODOLOGY

CAR INSURANCE CLAIMS SERVICE AWARD

What is the CANSTAR's Outstanding Claims Service Award?

CANSTAR's Outstanding Claims Service Award aims to recognize the customer service side of the car insurance. The importance of after claims service is often overlooked when purchasing Car Insurance this award distinguishes the insurer with the most satisfied customers and claim related features.

Claims Satisfaction Survey

CANSTAR conducts a national survey to measure the satisfaction level of consumers with their car insurers based on their recent claims experience and whether, based on their experience, they would recommend the insurer to their family and friends. The survey covers all demographics. The claims survey score is the average of the overall satisfaction survey responses.

How is the Outstanding Claims Service Award judged?

To be eligible for the Outstanding Claims Service Award the insurer must meet the following criteria.

- Minimum sample size of 30 in the Claims Satisfaction Survey
- Should be present nationally with considerable market penetration
- Not restricted to any driver profiles (eg over 50s)

The claims survey award comprises claims survey score and claims feature score.

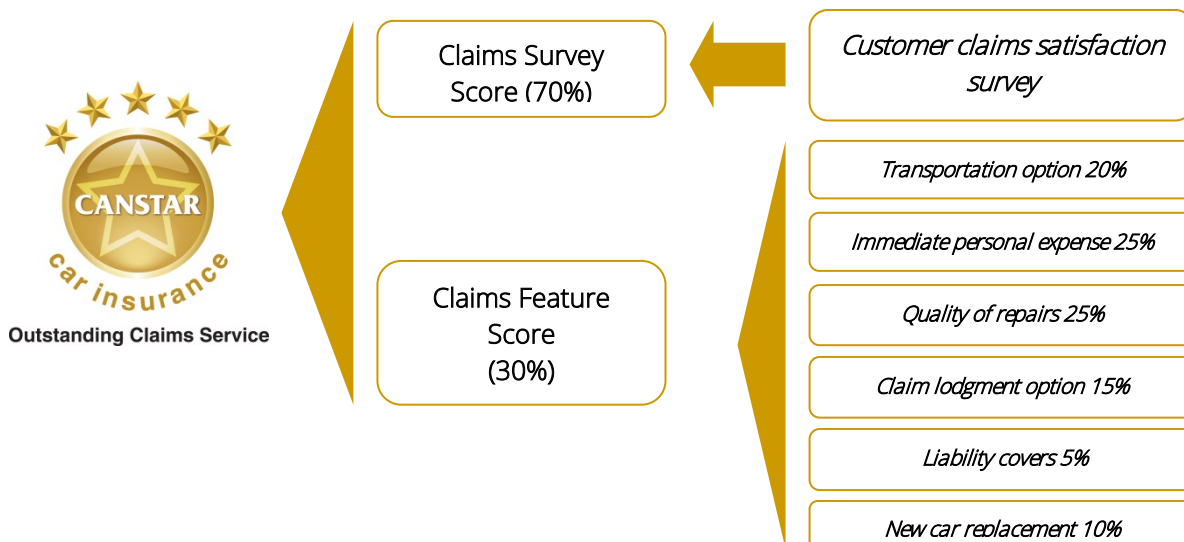
$$\text{Total Score} = \text{Claims survey score} + \text{Claims feature score}$$

Claims survey score

The claims survey score is the average of the overall satisfaction survey responses to the national survey conducted by CANSTAR.

Claims feature score

The claims features measure the features related to after-accident care such as emergency repairs, emergency accommodation, genuine parts, car hire, liability cover, replacement car, etc. Points are allocated to the features based on their importance and consumer perception of the particular feature at time of claim. The product feature points are measured and the total score is given. The products are further indexed based on their scores. The product with the maximum/highest score has the strongest product with all the necessary claims features. The score measures the strength of the product in relation to claims features.



How often are all the products reviewed for rating purposes?

The CANSTAR's Outstanding Claims Service Award is fully recalculated every twelve months based on the latest satisfaction and features offered by each institution. CANSTAR also monitors product changes on an ongoing basis.

Does CANSTAR rate other product areas?

CANSTAR researches, compares and rates the suite of banking and insurance products listed below. These star ratings use similar methodologies to guarantee quality, consistency and transparency. Results are freely available to consumers who use the star ratings as a guide to product excellence. The use of similar star ratings logos also builds consumer recognition of quality products across all categories. Please access the CANSTAR website at www.canstar.com.au if you would like to view the latest star ratings reports of interest.



- Account based pensions
- Agribusiness
- Business banking
- Business life insurance
- Car insurance
- Credit cards
- Deposit accounts
- Direct life insurance
- First home buyer
- Health insurance
- Home & Contents
- Home loans
- Life insurance
- Managed investments
- Margin lending
- Online banking
- Online share trading
- Package banking
- Personal loans
- Reward programs
- Superannuation
- Term deposits
- Travel insurance
- Travel money card
- Youth banking

DISCLAIMER

To the extent that any CANSTAR data, ratings or commentary constitutes general advice, this advice has been prepared by CANSTAR Research Pty Ltd ABN 29 114 422 909 AFSL 437917 and does not take into account your individual investment objectives, financial circumstances or needs. Information provided does not constitute financial, taxation or other professional advice and should not be relied upon as such. CANSTAR recommends that, before you make any financial decision, you seek professional advice from a suitably qualified adviser. A Product Disclosure Statement relating to the product should also be obtained and considered before making any decision about whether to acquire the product. CANSTAR acknowledges that past performance is not a reliable indicator of future performance. Please refer to CANSTAR Research's FSG for more information at www.canstar.com.au.

All information contained herein shall not be copied or otherwise reproduced, repackaged, further transmitted, transferred, disseminated, redistributed or resold, or stored for subsequent use for any purpose, in whole or in part, in any form or manner or by means whatsoever, by any person without CANSTAR's prior consent. All information obtained by CANSTAR from external sources is believed to be accurate and reliable. Under no circumstances shall CANSTAR have any liability to any person or entity due to error (negligence or otherwise) or other circumstances or contingency within or outside the control of CANSTAR or any of its directors, officers, employees or agents in connection with the procurement, collection, compilation, analysis, interpretation, communication, publication, or delivery of any such information. Copyright 2012 CANSTAR Pty Ltd ABN 21 053 646.