



GIO Claims Online User Guide – Claims Online

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ON BEHALF OF THE



NSW Self Insurance Corporation

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GIO Claims Online User Guide

Topics covered by this guide

- ▶ Accessing Claims Online.
- ▶ Lodging a Claim.
- ▶ Searching for Claims.
- ▶ Creating Alerts.

Key Points

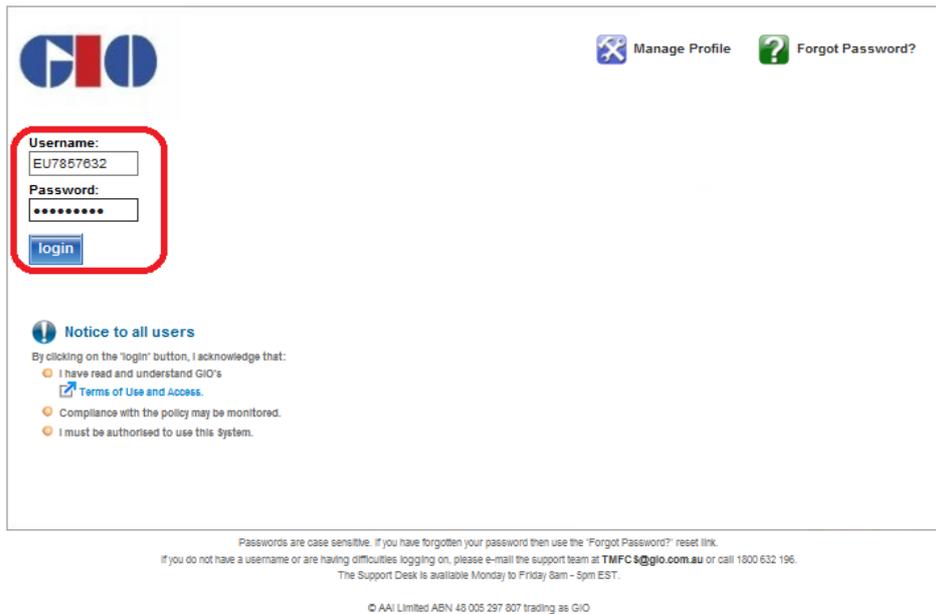
- ▶ Claims Online can be accessed via <http://www.claimsonline.gio.com.au>
- ▶ Claims Online is a web tool for TMF Agencies to lodge a claim directly to GIO and obtain the latest updates on their specific claims.
- ▶ Claims Online will only return results for claims lodged after March 2011.
- ▶ View a snapshot of the claim progression via the Notes tab in Claims Online.
- ▶ Document names must not exceed 80 characters when uploading a document to a claim.
- ▶ Where mandatory fields have not been completed on the claim/notification document, this will delay the management of the claim.
- ▶ Where all required/requested claim information is not received within 12 weeks of the initial claim notification, GIO will be unable to assess the claim and the claim will be closed.
- ▶ If you are unsure where to lodge a claim or not, please contact your Client Services Manager at GIO.

Please contact your Client Services Manager if you have any further queries.

Web Tool Access

How do I access Claims Online?

- ▶ Access Claims Online at <http://www.claimsonline.gio.com.au>
- ▶ Enter your User Name and Password into the corresponding fields and select the Login button.





 Manage Profile
  Forgot Password?

Username:

Password:

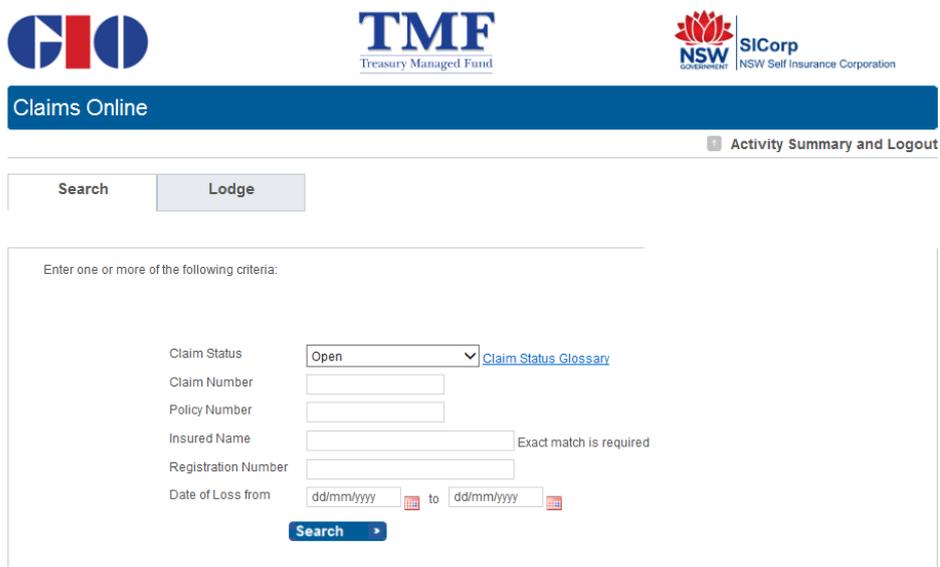
 **Notice to all users**
 By clicking on the 'login' button, I acknowledge that:

- I have read and understand GIO's [Terms of Use and Access](#).
- Compliance with the policy may be monitored.
- I must be authorised to use this System.

Passwords are case sensitive. If you have forgotten your password then use the "Forgot Password?" reset link.
 If you do not have a username or are having difficulties logging on, please e-mail the support team at TMFC@gio.com.au or call 1800 632 196.
 The Support Desk is available Monday to Friday 9am - 5pm EST.

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- ▶ The screen below will display when you have successfully logged in.







Claims Online

Enter one or more of the following criteria:

Claim Status: [Claim Status Glossary](#)
 Claim Number:
 Policy Number:
 Insured Name: Exact match is required
 Registration Number:
 Date of Loss from: to

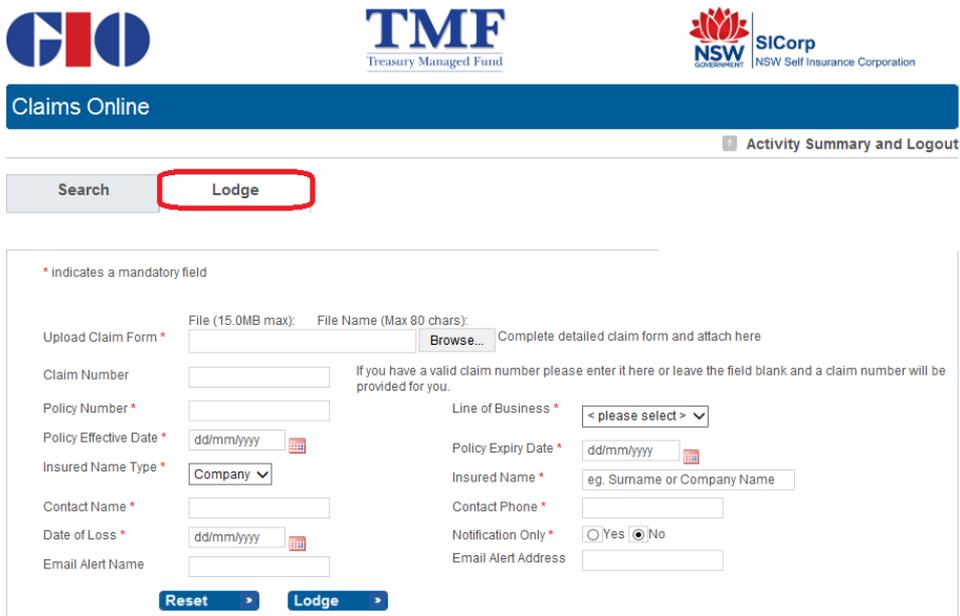
Important Notes:

- ▶ Save a copy of the website URL to your web browser as a favourite for quick access to Claims Online.
- ▶ Your User Name and initial Password will be provided by your Client Services Manager.
- ▶ The User Name will begin with the prefix EU.
- ▶ Upon logging into Claims Online for the first time, you will be prompted to change the initial password that was provided to you; this is for security purposes.
- ▶ Once you have successfully logged into Claims Online you will be able to start lodging a claim.

Lodging a Claim

How do I lodge a Claim?

- ▶ Select the Lodge tab from the main page



The screenshot shows the 'Claims Online' interface. At the top, there are logos for GIO, TMF (Treasury Managed Fund), and NSW Government | SiCorp (NSW Self Insurance Corporation). Below the logos is a blue navigation bar with 'Claims Online' and a link for 'Activity Summary and Logout'. A secondary navigation bar contains 'Search' and 'Lodge' tabs, with 'Lodge' highlighted in a red box. Below this is a form for lodging a claim. The form includes a note: '* indicates a mandatory field'. The form fields are arranged in two columns:

- Left Column:**
 - Upload Claim Form * (File (15.0MB max):, File Name (Max 80 chars):, Browse... button, Complete detailed claim form and attach here)
 - Claim Number
 - Policy Number *
 - Policy Effective Date * (dd/mm/yyyy)
 - Insured Name Type * (Company dropdown)
 - Contact Name *
 - Date of Loss * (dd/mm/yyyy)
 - Email Alert Name
- Right Column:**
 - Line of Business * (< please select > dropdown)
 - Policy Expiry Date * (dd/mm/yyyy)
 - Insured Name * (eg. Surname or Company Name)
 - Contact Phone *
 - Notification Only * (Yes/No radio buttons, No selected)
 - Email Alert Address

At the bottom of the form are 'Reset' and 'Lodge' buttons.

- ▶ Complete the claim details in the relevant fields as shown below.

* indicates a mandatory field

Upload Claim Form * File (15.0MB max): File Name (Max 80 chars): Complete detailed claim form and attach here

Claim Number If you have a valid claim number please enter it here or leave the field blank and a claim number will be provided for you.

Policy Number * Line of Business *

Policy Effective Date * Policy Expiry Date *

Insured Name Type *

Contact Name * Insured Name *

Date of Loss * Notification Only * Yes No

Email Alert Name Email Alert Address

Important Notes:

- ▶ All mandatory fields are marked with an asterisk (*) must be completed to enable successful lodgement of the claim.

Fields:	Information required and the reason:
Uploading the Claim Form *	Attach all relevant claim documentation, such as the Claim Form document, reports and photos. <i>Please note:</i> Only one document can be uploaded at the time of the claim lodgement. Once the claim has been lodged, multiple documents can be lodged at the same time.
Claim Number	Leave this field blank , unless you have pre-allocated claim numbers. A claim number will be automatically generated after the lodgement process on Claims Online is successfully completed.
Policy Number *	Provide the policy number that has been allocated to the particular TMF Agency to ensure the claim is allocated to the correct risk.
Policy Effective Date *	Provide the effective date, which will usually be 30th June and the financial year that the claim occurred. <i>Example: 01/07/2015</i>
Insured Name Type *	Always select Company from the dropdown option.
Contact Name *	Provide the name of the Claim Contact at the TMF Agency to help GIO identify who will be the point of contact in relation to the claim.
Date of Loss *	Provide the date of when the incident happened.
Email Alert Name	Provide the name of the person who you would like to receive the email alert from Claims Online.
Line of Business *	Provide the relevant line of business the claimed incident falls within. I.e. Liability for Health, VMO or Other; Property, Motor Vehicle that is leased or owned; or Miscellaneous.
Policy Expiry Date *	The policy expiry date is automatically updated to be 1 year after the policy effective date. This can be manually changed, if incorrect, through the use of the calendar icon.
Insured Name *	Provide the name of the TMF Agency the claim belongs to. <i>Example: Ministry of Health</i>
Contact Phone *	Provide the landline or mobile telephone number of the Claim Contact at the TMF Agency, so that contact can be made with that person if more information is needed in the assessment of the claim.
Notification Only *	Please select Yes or No to identify whether the claim is a notification only.
Email Alert Address	Provide the email address of the person the alert will be sent to. An email alert is sent to the person when the Claim Status changes.

- ▶ Select the Lodge button at the bottom of the page to submit the claim once all fields have been completed and the claim/notification form has been uploaded.



- ▶ You will receive a confirmation message and the claim number display on Claims Online when your claim has successfully been lodged as shown above.

The screenshot shows the 'Claims Online' header with logos for GIO, TMF Treasury Managed Fund, and NSW SiCorp. A confirmation message is displayed: 'Thank you. Your claim has been successfully lodged. Please note the claim number for future reference (MPD9300046)'. Below this is a navigation bar with 'Search' and 'Lodge' buttons. The main form area contains various input fields for claim details, including 'Upload Claim Form', 'Claim Number', 'Policy Number', 'Policy Effective Date', 'Insured Name Type', 'Contact Name', 'Date of Loss', 'Email Alert Name', 'File Name', 'Line of Business', 'Policy Expiry Date', 'Insured Name', 'Contact Phone', 'Notification Only', and 'Email Alert Address'. A 'Lodge' button is visible at the bottom of the form.

- ▶ TMF Agencies who have entered a pre-allocated claim number will also receive a message confirming successful lodgement of the claim.

Important Notes:

- ▶ Ensure the Date of Loss entered is within the period between the Policy Effective Date and Policy Expiry Date.
- ▶ Where a claim is initially lodged as a Notification only, and later becomes an active claim, please notify the Claims Officer to have the change reflected in Claims Online.

Searching for a Claim

Users can search for an existing claim that was initially lodged via Claims Online for their specific TMF Agency.

How do I search for a claim?

- ▶ Log onto Claims Online. Refer back to page 4 of this document for instruction.
- ▶ Select the Search Tab



- ▶ Enter the details such as the Claim Number, and select the Search button to submit your search. Ensure claim status is ALL to broaden your search.

Search Lodge

Enter one or more of the following criteria:

Claim Status	All	Claim Status Glossary
Claim Number	MPL1234567	
Policy Number		
Insured Name		Exact match is required
Registration Number		
Date of Loss from	dd/mm/yyyy	to dd/mm/yyyy

Search >

- ▶ Your search results will be displayed at the bottom of the screen as shown below. Select the Claim that matches the one that you require.

Search
Lodge

Enter one or more of the following criteria:

Claim Status: [Claim Status Glossary](#)

Claim Number:

Policy Number:

Insured Name: Exact match is required

Registration Number:

Date of Loss from: to

Search results - select claim for further details

Insured Name	Policy Number	DOL	Claim Number	Type	Claim Status
Registration					
NSW Police Force	MF100017	02/01/2015	MPL	Liability	Finalised
NSW Police Force	MF100017	30/01/2015	MPL	Liability	Finalised
NSW Police Force	MF100017	12/02/2015	MPL	Liability	Finalised
NSW Police Force	MF100017	24/02/2015	MPL	Liability	Finalised

Important Notes:

- ▶ To broaden your search results, ensure the Claim Status selected is ALL
- ▶ You have the option to search for a claim specific to your TMF Agency by:
 - ▶ The Claim Status
 - ▶ The Claim Number
 - ▶ The Policy Number
 - ▶ The Insured Name, or
 - ▶ The Date of Loss
- ▶ When searching for a claim by the vehicle Registration Number, this must be in CAPS.
- ▶ Search results are limited to 50 claims.

- ▶ Claims Online will display the Summary, Notes, Documents, Upload File and Alert tabs for the selected claim as shown below

The screenshot displays the 'Claims Online' interface. At the top, there are logos for GIO, TMF (Treasury Managed Fund), and NSW Government SICorp (NSW Self Insurance Corporation). Below the logos is a dark blue header with the text 'Claims Online'. To the right of the header are two links: 'Back to Claim search' and 'Activity Summary and Logout'. Below the header is a row of five navigation tabs: 'Summary', 'Notes', 'Documents', 'Upload file', and 'Alerts'. The 'Summary' tab is highlighted with a red border. Below the tabs is a section containing claim details:

Claim Number: MPD9300046	Insured Name: Test Agency
Type: Property	Policy Number: MF100661
Date of Loss: 04/08/2015	Policy Effective Date: 30/06/2015
Date Reported: 27/08/2015	Policy Expiry Date: 30/06/2016
Claim Status: Lodgement	Registration Number:

Below the details is a section labeled 'latest note'.

Claim Status Definitions

Key Word	Definition
Lodgement	<ul style="list-style-type: none"> ▶ This status applies when we first receive a new claim or notification. During this stage of the claim we are capturing loss details and establishing what actions have been taken. ▶ We will request all relevant information regarding the claim and provide an initial advice and information about coverage provided.
Notification	<ul style="list-style-type: none"> ▶ This status applies only to Liability claims and applies when we have received notification/report of circumstances which may result in a claim being lodged in future.
Triage	<ul style="list-style-type: none"> ▶ During triage, claim complexity is evaluated and we identify the appropriate next steps and information and documents required. This includes appointment of assessors and required specialists and service provides. ▶ The claim has now been allocated to one of our dedicated Claims Fulfilment Teams.
Indemnity Granted	<ul style="list-style-type: none"> ▶ This status applies only to Liability Claims when a decision has been made that cover should be granted to the Agency under the Statement of Cover.
Assessment	<ul style="list-style-type: none"> ▶ This status is used when the claim is being assessed by our Claims Teams and Assessing partners.
Litigation Proceeding	<ul style="list-style-type: none"> ▶ This status applies to Liability Claims when a court hearing date has been set and litigation is proceeding.
Fulfilment	<ul style="list-style-type: none"> ▶ This status applies when assessment is complete and repair, replacement and/or settlement are in progress. We may also be awaiting or reviewing invoices at this stage.
Finalised	<ul style="list-style-type: none"> ▶ This status applies when all relevant actions have been made on the claim and the claim has been closed in our claims management system.
Recovery	<ul style="list-style-type: none"> ▶ This status applies after final payment has been made if we are awaiting recovery from a third party/third party insurer.

Claim Status Definitions (Motor Only)

Key Word	Definition
Claim Under Investigation	<ul style="list-style-type: none"> ▶ Your claim has been lodged. We require more information before we can determine indemnity.
Claim Accepted	<ul style="list-style-type: none"> ▶ Your claim has been accepted. No further information is required to determine indemnity.
Claim Declined	<ul style="list-style-type: none"> ▶ Your claim has been declined. We have reviewed the information you provided and based on this your claim could not be accepted.
In Recovery	<ul style="list-style-type: none"> ▶ Your claim is still in recovery. All payments have been processed but we are still awaiting recovery monies from a third party.
Claim Finalised	<ul style="list-style-type: none"> ▶ Your claim is now finalised. All payments have been processed and all recoveries have been finalised.

Claim Summary

You can obtain a real-time summary of a claim from Claims Online by selecting Summary tab.



Claims Online

[Back to Claim search](#) [Activity Summary and Logout](#)

Summary	Notes	Documents	Upload file	Alerts
----------------	-------	-----------	-------------	--------

Claim Number: MPD9300046	Insured Name: Test Agency
Type: Property	Policy Number: MF100661
Date of Loss: 04/08/2015	Policy Effective Date: 30/06/2015
Date Reported: 27/08/2015	Policy Expiry Date: 30/06/2016
Claim Status: Lodgement	Registration Number:
latest note	

Fields	Information Provided
Type	▶ This is the line of business that the claim belongs to. E.g. motor for a motor claim.
Date of Loss	▶ The date the claimed incident occurred.
Date Reported	▶ The date that the claimed incident was received by GIO.
Claim Status	▶ The status of the claim. In this example the claim status is Lodgement, which is applied when GIO first receives the notification of a new claim. During this stage of the claim GIO are capturing loss details and establishing what actions have been taken. NB: you can select the claim status to see the definition.
Policy Number	▶ This is the policy number that the claim belongs to.
Policy Effective Date	▶ The effective date of the policy, which will usually be 30 th June of the financial year the claim occurred in.
Policy Expiry Date	▶ The policy expiry date is automatically updated to be 1 year after the policy effective date.
Registration Number	▶ The motor vehicle registration number of the agency's vehicle the claim relates to, if applicable.
Latest Note	▶ Displays the file notes created on the claim by the managing Case Officer at GIO. This helps in providing TMF Agencies with a snapshot of the claim details and the progress.

Claim File Notes

These file notes are directly linked to the claims management system used by GIO, and reflects the file notes that have been created and added to the claim file by the managing Case Officer and is a simple way for you to see what is updated information about the claim.

Simply select the Notes tab to access the file notes that relate to the selected claim.



Claims Online

[Back to Claim search](#) [Activity Summary and Logout](#)

- Summary
- Notes**
- Documents
- Upload file
- Alerts

Claim Number: **MPD9300046** Insured Name: **Test Agency**

[Glossary of Terms](#)

There are currently no file notes visible for this claim. For more information on this claim please contact your claims team.

Important Notes:

- ▶ Only file notes added after 26th July 2010 are viewable on Claims Online

Claim Documents

To view the list of updated documents such as expert reports for your selected claim, simply select the Documents Tab.



Claims Online

[Back to Claim search](#) [Activity Summary and Logout](#)

- Summary
- Notes
- Documents**
- Upload file
- Alerts

Claim Number: **MPD9300046** Insured Name: **Test Agency**

File Name	Description	Date Received
yoga123	Claims online lodgement	27/08/2015 04:48 PM

The Documents tab provides a brief description of the document and the date that the document was received. The list displays uploaded documents and those directly uploaded to the GIO claims management system by the Case Officer.

Note: The saved documents cannot be opened, however the file name will indicate what type of document it is, the author of the document and the date of the document. **E.g.** 1st Assessor’s Report Cerno Ltd 01/02/2013

Uploading a Document

TMF Agencies can upload a claim document for a specific claim when lodging a new claim via Claims Online, or to an existing claim that was initially lodged via Claims Online.

How do I upload a document for a new claim?

- ▶ Select the Browse button



Claims Online

Activity Summary and Logout

Search

Lodge

* Indicates a mandatory field

Upload Claim Form *	File (15.0MB max):	File Name (Max 80 chars):	<input type="text"/>	<input type="button" value="Browse..."/>	Complete detailed claim form and attach here
Claim Number	<input type="text"/>	If you have a valid claim number please enter it here or leave the field blank and a claim number will be provided for you.			
Policy Number *	<input type="text"/>	Line of Business *	< please select > v		
Policy Effective Date *	dd/mm/yyyy <input type="text"/>	Policy Expiry Date *	dd/mm/yyyy <input type="text"/>		
Insured Name Type *	Company v	Insured Name *	eg. Surname or Company Name <input type="text"/>		
Contact Name *	<input type="text"/>	Contact Phone *	<input type="text"/>		
Date of Loss *	dd/mm/yyyy <input type="text"/>	Notification Only *	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Email Alert Name	<input type="text"/>	Email Alert Address	<input type="text"/>		

- ▶ Select the document you wish to upload from your computer
- ▶ Select Open to enable the upload

How do I upload a document for an existing claim?

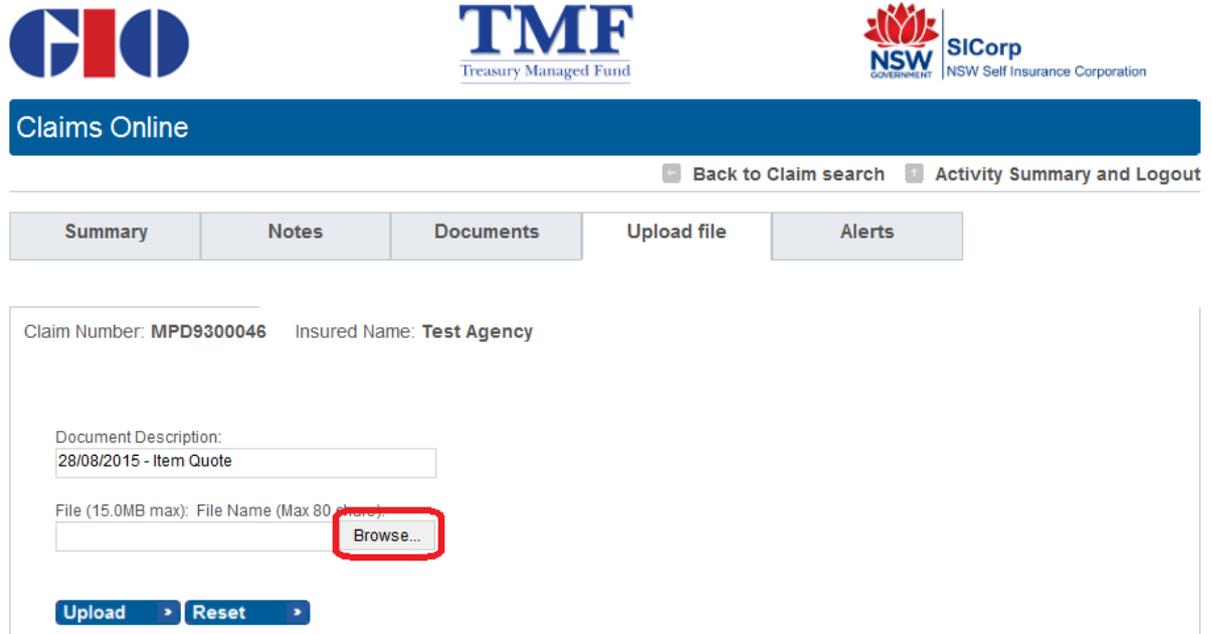
- ▶ Select the Upload File tab

The screenshot shows the 'Claims Online' interface. At the top, there are logos for GIO, TMF Treasury Managed Fund, and NSW Government | SiCorp NSW Self Insurance Corporation. Below the logos is a blue header bar with the text 'Claims Online'. To the right of the header bar are two links: 'Back to Claim search' and 'Activity Summary and Logout'. Below the header bar is a navigation menu with five tabs: 'Summary', 'Notes', 'Documents', 'Upload file', and 'Alerts'. The 'Upload file' tab is highlighted with a red rectangle. Below the navigation menu is a form area. At the top of the form area, it says 'Claim Number: MPD9300046' and 'Insured Name: Test Agency'. Below this is a 'Document Description:' field with a text input box. Below the text input box is a 'File (15.0MB max): File Name (Max 80 chars):' field with a text input box and a 'Browse...' button. At the bottom of the form area are two buttons: 'Upload' and 'Reset', both with right-pointing arrows.

- ▶ Type in a clear description of what the document entails in the Document Description field. E.G. Medical Report, Claim Submission photo of the damages etc.

The screenshot shows the 'Claims Online' interface, similar to the previous one. The 'Upload file' tab is selected. In the form area, the 'Document Description:' field is now filled with the text '28/08/2015 - Item Quote', which is highlighted with a red rectangle. The 'File (15.0MB max): File Name (Max 80 chars):' field and the 'Browse...' button are still present. At the bottom of the form area are the 'Upload' and 'Reset' buttons.

- ▶ Select the Browse button to search for the document you wish to upload from your drive.



The screenshot shows the 'Claims Online' interface. At the top, there are logos for GIO, TMF (Treasury Managed Fund), and NSW Government SI Corp (NSW Self Insurance Corporation). Below the logos is a navigation bar with 'Claims Online' and links for 'Back to Claim search' and 'Activity Summary and Logout'. A menu bar contains 'Summary', 'Notes', 'Documents', 'Upload file', and 'Alerts'. The main content area displays 'Claim Number: MPD9300046' and 'Insured Name: Test Agency'. There is a 'Document Description' field with the text '28/08/2015 - Item Quote'. Below that is a 'File (15.0MB max): File Name (Max 80 characters):' field with a 'Browse...' button highlighted in red. At the bottom of the form are 'Upload' and 'Reset' buttons.

Important Notes:

- ▶ An error message will appear if the document name is more than 80 characters long. You will need to rename the document before uploading.
- ▶ You can select the reset button, if you have accidentally chosen the wrong document to attach or need to attach a new document.
- ▶ Only one document can be uploaded at a time during lodgement.
- ▶ Repeat the process if additional documents need to be attached to the claim.

Email Alerts

An alert notifying a nominated person at the TMF Agency of a change in the Claim Status can be created to help you keep track of where the claim is at.

The alert contact can be added at the time of the lodgement of the claim **OR** anytime during the life of the claim via an automatic email alert. The alert will only be triggered when there is a change in the Claim Status.

How do I create an alert at lodgement?

- ▶ Type in the name of the person you want the automatic email alert to be sent to in the Email Alert Name field and the email address in the Email Alert Address field.



Claims Online

[Activity Summary and Logout](#)

Search

Lodge

* indicates a mandatory field

Upload Claim Form *	File (15.0MB max): C:\fakepath\test.docx	File Name (Max 80 chars): Browse...	Complete detailed claim form and attach here
Claim Number		If you have a valid claim number please enter it here or leave the field blank and a claim number will be provided for you.	
Policy Number *	MF100661	Line of Business *	Property
Policy Effective Date *	30/06/2015	Policy Expiry Date *	30/06/2016
Insured Name Type *	Company	Insured Name *	Test Agency
Contact Name *	Test Name	Contact Phone *	029999999
Date of Loss *	12/08/2015	Notification Only *	<input type="radio"/> Yes <input checked="" type="radio"/> No
Email Alert Name		Email Alert Address	

[Reset](#) [Lodge](#)

How do I create an alert after claims lodgement?

- ▶ Select the Alerts Tab.
- ▶ Select the Add button and type the name of the person who will be receiving the alerts in the Name field and their email address in the Email Address field and select Save.

Claim Number: **MPD9300046** Insured Name: **Test Agency**
 There are no email alerts for this claim.

Add

Name	Email Address	Actions
June Flik	joseph.devasahayam@suncorpbank.com.au	Save Cancel

- ▶ You will receive a confirmation message with the details once you have successfully completed and saved the name and email address.

The email address was successfully added.

Claim Number: **MPD9300046** Insured Name: **Test Agency**
 Whenever the status of this claim changes an email will be sent to all email addresses in the table below.

Add

Name	Email Address	Actions
June Flik	joseph.devasahayam@suncorpbank.com.au	Update Delete

Important Notes:

- ▶ Alerts can only be created for claims lodged after March, 2011

Viewing the Activity Summary

An activity summary for your session can be viewed via the Activity Summary button.



Claims Online

Activity Summary and Logout

Search

Lodge

Enter one or more of the following criteria:

Claim Status [Claim Status Glossary](#)
 Claim Number
 Policy Number
 Insured Name Exact match is required
 Registration Number
 Date of Loss from to

Search >

Search results - select claim for further details

Insured Name	Policy Number	DOL	Claim Number	Type	Claim Status	Registration
Test Agency	MF100661	04/08/2015	MPD9300046	Property	Lodgement	

The summary provides you with the details of the activities conducted for the session that you have been logged into. These are summarised as:

- ▶ The number of claims viewed.
- ▶ The number of claims you have uploaded.
- ▶ The number of claims you have lodged.

Logging Out of Claims Online

How do I log out of Claims Online?

- ▶ Select Activity Summary and Logout
- ▶ Select Logout



Claims Online

[Back to Claims Online](#) [Logout](#)

Activity Summary

Here is your activity summary for this session.

Claims viewed	1
Documents uploaded	0
Claims lodged	0

Contact Details as at August 2015

GIO Motor Claims Email: TMFMotorClaims@suncorp.com.au

OR

Claims Online: claimsonline.gio.com.au

Please contact your Client Services Manager if you have a question about the Claim Form or lodging a claim.

Primary

Edward Dunaj
Phone: (02) 8121 3678
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