



Commonwealth Bank

Media Release

NOW, CLAIM ONLINE AT COMMONWEALTH INSURANCE WEB SITE

25 February 2002: Home insurance policyholders with Commonwealth Insurance can now submit claims online, at any time, at the Commonwealth Bank's general insurance website, <http://www.comminsure.com.au/>

The extended internet functionality means customers can submit their Prime Home and Contents, Economiser Home and Contents, or Investment Home Insurance claim by simply completing an interactive claim advice.

Customers can also use the same internet facility to follow up the progress of their claim by direct email link.

"The real test of an insurance policy comes when you make a claim", said Commonwealth Insurance Executive of General Insurance Products, Tony McCaugherty. "We know how important it is to get claims organised quickly and efficiently and that's why we've introduced this online service.

"Commonwealth Insurance has made the process of submitting claims as hassle free as possible. It's time saving, easy to use, secure and convenient, as customers can submit their claim when they want to, 24 hours a day, with no waiting time to lodge the claim", Mr McCaugherty said.

Customers can still also contact Commonwealth Insurance's claims service on 13 24 20 or print a claim form from the CommInsure website and fax it to (02) 9200 7753.

Commonwealth Insurance was one of the first companies in Australia to offer online insurance quotes, coverage and payment facilities.

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