

Media Release

Thursday 29 August 2024

ANZIIF Support ICA's 'The Expert Report Best Practice Standard'

The Australian and New Zealand Institute of Insurance and Finance (ANZIIF) is proud to support the Insurance Council of Australia (ICA)'s newly introduced Expert Report Best Practice Standard.

The Standard aims to provide consistency when insurers use expert reports from hydrologists, engineers, builders or specialist tradespeople during the claims assessment process.

The Standard was developed in response to customer feedback that the claims assessment process is unclear and left them at a disadvantage.

By setting clear expectations for how Expert Reports should be generated, used and communicated, The Standard seeks to make the claims process more transparent, objective and fair for customers.

At ANZIIF, we acknowledge the importance of providing customers with reliable, consistent and high-quality service. Not only does this ensure good customer outcomes, but it fosters public trust and satisfaction in the insurance industry.

ANZIIF is currently in the process of developing a short course addressing the Expert Report Best Practice Standard.

"ANZIIF will be delivering a short course to help insurance professionals understand the roles of the different experts used to provide assessments and complete remediation in the field. This will improve insurance professionals' competence, knowledge and skills", says ANZIIF CEO, Katrina Shanks.

ANZIIF recognise that quality, trustworthy insurance services are essential for building customers' financial health, wealth, wellbeing and resilience, therefore improving their overall quality of life.

To learn more about The Expert Report Best Practice Standard click [here](#), or visit the ANZIIF website at [anziif.com](https://www.anziif.com).

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