



Perth Retail Underwriting Centre

In conjunction with the launch of Calliden's national **Retail Underwriting Centre (RUC)** based in Melbourne, we are proud to announce the establishment of the Perth arm of this new service team.

By '**Retail**', we refer to those products that make up our Household range (i.e. Accidental Damage, Defined Events and Landlords), as well as our SME range (i.e. Commercial Business Package, Tradespack and Liability).

We are very fortunate to have recently secured the services of **Robert Galeotti** to head up our team, and he will be ably supported by Kylie King, Amanda Edwards and Belinda McGuire. The RUC will manage all of the various transactions that make up a policy life cycle, including new business, endorsements, certificates of currency, renewals and cancellations, whilst also providing you with help desk support for all your Callibrate (i.e. Sunrise) related queries. Your **local Development Manager** will also be able to assist you.

To coincide with the launch of the RUC, we have broadened the acceptance criteria on **Callibrate** thus reducing the number of referrals. We are therefore confident that Callibrate will cater for the majority of risks although the RUC will be there to help you with anything that doesn't automatically fit on Callibrate.

The current RUC operating hours are **8.30am to 5pm** in all States. Your brokerage has been allocated to the dedicated Perth Team - **download their contact details**.

We thank you for your continued support of Calliden and will keep you informed of ongoing changes within the Retail Underwriting Centre. If there's anything more that we can do to make life easier for you, then please don't hesitate to speak to your **local Development Manager** or contact us on **08 9215 1600**.