

WAICA Re Group Customer Relationship Management and Customer Privacy Statement



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Public Statement

Our Commitment

WAICA Re is committed to building and maintaining long-term relationships based on trust, transparency, responsiveness, professionalism and responsible business conduct. The Group recognises that strong customer relationships contribute to market resilience, stakeholder confidence and sustainable long-term value creation.

WAICA Re seeks to understand customer needs, respond to stakeholder expectations, maintain open communication channels and continuously improve service quality across its business operations. Customer relationship management, customer satisfaction and customer privacy form important components of the Group's governance, sustainability and operational frameworks.

Customer Relationship Management Commitment

WAICA Re seeks to maintain accessible and effective channels through which customers, cedants, brokers and other stakeholders can communicate with the Group, request support and provide feedback.

Customer Communication Channels

Customers and stakeholders may engage with WAICA Re through a variety of channels, which may include:

- Dedicated email contacts.
- Online enquiry and contact forms.
- Telephone support channels.
- Relationship managers and business development representatives.
- In-person meetings and stakeholder engagements.
- Corporate website communication channels.
- Industry events and stakeholder forums.

The Group seeks to ensure that communication channels remain accessible, timely and responsive to stakeholder needs.

Customer Feedback and Service Improvement

WAICA Re values customer and stakeholder feedback as an important source of insight for improving products, services and customer experience.

The Group seeks to:

- Gather customer feedback through engagement activities and relationship interactions.
- Consider stakeholder views in product and service development.
- Incorporate lessons learned into service enhancement initiatives.
- Promote continuous improvement of customer experience.
- Strengthen transparency and communication with stakeholders.

Feedback supports the ongoing development of underwriting services, market solutions, client engagement activities and broader stakeholder relationships.

Accessible Customer Service

WAICA Re seeks to provide fair, professional and accessible customer service to all customers and stakeholders.

The Group recognises that different customers may have different needs and seeks to support accessibility through appropriate communication methods and engagement approaches where reasonably practicable.

Complaint Handling and Resolution

WAICA Re maintains procedures for receiving, reviewing and responding to customer complaints and concerns.

The Group seeks to ensure that:

- Complaints can be submitted through appropriate communication channels.
- Acknowledgement of receipt is provided where applicable.
- Complaints are reviewed fairly, transparently and objectively.
- Stakeholders are informed of expected timelines for resolution where appropriate.
- Complaints are investigated and addressed in a timely manner.

- Lessons learned are incorporated into service improvement activities.

The Group views complaints as an important source of customer insight and continuous improvement.

Customer Satisfaction and Continuous Improvement

WAICA Re seeks to monitor customer satisfaction and stakeholder sentiment through appropriate engagement and feedback mechanisms.

The Group may utilise qualitative and quantitative indicators to evaluate customer experience and identify opportunities for improvement.

Performance indicators may include:

- Customer feedback.
- Relationship management outcomes.
- Service quality assessments.
- Customer engagement indicators.
- Net Promoter Scores (NPS).
- Market and stakeholder feedback.
- Complaint trends and resolution effectiveness.

Results are used to support service enhancement, operational improvement and relationship management initiatives.

Customer Privacy and Information Protection

WAICA Re recognises that protecting customer information is fundamental to maintaining trust and confidence.

The Group is committed to managing customer information responsibly and maintaining appropriate safeguards to protect personal, confidential and commercially sensitive information.

Information Collected

WAICA Re may collect information necessary to:

- Deliver products and services.
- Manage business relationships.

- Meet legal and regulatory obligations.
- Assess risks and conduct underwriting activities.
- Respond to customer enquiries and requests.
- Improve services and customer experience.

The nature of information collected will depend on the service provided and applicable legal requirements.

Use of Customer Information

Customer information is used only for legitimate business, operational, contractual, regulatory and legal purposes.

WAICA Re seeks to ensure that personal information is collected, processed and retained in accordance with applicable privacy and data protection requirements.

Customer Data Rights

Where applicable under relevant laws and regulations, customers may have rights relating to their personal information, including:

- The ability to access personal information held by WAICA Re.
- The ability to request correction of inaccurate information.
- The ability to request deletion of information where legally permissible.
- The ability to request transfer of information where applicable.
- Choices regarding consent and the use of personal information.
- Options relating to communications and privacy preferences.

The availability and scope of these rights may vary depending on jurisdiction and legal requirements.

Data Retention

WAICA Re retains information only for as long as necessary to fulfil legitimate business, legal, regulatory and contractual obligations.

Retention periods are determined according to the nature of the information, legal requirements and operational considerations.

Protection of Information

The Group maintains appropriate information security and cybersecurity controls designed to protect customer information from unauthorised access, disclosure, alteration, misuse or loss.

Protective measures may include:

- Information security governance.
- Access controls.
- User authentication.
- Secure information handling.
- Cybersecurity monitoring.
- Incident management procedures.
- Business continuity and disaster recovery arrangements.
- Employee awareness and training.

Disclosure to Third Parties

WAICA Re may disclose information to authorised third parties where:

- The disclosure is necessary to provide services.
- The disclosure is required by law or regulation.
- The customer has provided appropriate consent.
- The disclosure supports legitimate business operations and contractual obligations.

The Group seeks to ensure that third parties receiving customer information apply appropriate confidentiality and data protection standards.

Governance and Oversight

Customer relationship management, customer satisfaction and privacy protection are supported through WAICA Re's governance, information security, risk management, compliance and operational frameworks. The Board exercises the highest level of oversight over such matters.

The Group periodically reviews customer engagement, service quality, information protection practices and stakeholder expectations to support continuous improvement.

Public Commitment

WAICA Re is committed to maintaining strong customer relationships, delivering high-quality service, protecting customer information and continuously improving customer experience.

Through proactive engagement, responsible information management, transparent communication and ongoing service enhancement, the Group seeks to strengthen stakeholder trust, support customer success and contribute to sustainable long-term value creation.