

Life Insurance

YOUR TOWER CLAIMS CARE TEAM

Call us toll free
on 1800 101 016

EXPERTISE + UNDERSTANDING

TOWER has a claims care team with over 50 members who provide timely, efficient and professional service.

Our team members have extensive experience and backgrounds in business, nursing, physiotherapy, law, injury management and occupational rehabilitation, medical research and wider insurance industry claims management.

When your client is injured or becomes ill, you can feel confident that only the highest quality claims service will be provided throughout the duration of their disability or illness.

To make things easier for you we have appointed dedicated state based contacts to assist with any general claims enquiries you may have. Any specific questions relating to a client's claim should be directed through to the dedicated case manager.

TOWER understands the need for a claims team that is accessible. We want to make it as easy as possible for you to service your clients, so don't hesitate to pick up the phone and speak with your dedicated claims contacts. They look forward to answering your queries and assisting you in any way they can.



Maree Zammit
National Claims
Manager

Maree has held the position of Head of Claims with TOWER since July 2003 and brings vast operational and people management skills to the role.

Maree has worked at TOWER since 1981 as a people manager in various operational disciplines such as corporate, group and retail administration, new business, underwriting, accounts payable, dispute resolution and systems support and analysis.

Maree enjoys the diversity of the role and leading a team of claims professionals.

Phone: 02 9448 9315
Extension: 89315
Email: maree.zammit@au.towerlimited.com



Patricia Attard
Rehabilitation
Consultant

Patricia was a registered nurse for 10 years in general medical and surgical, paediatric and ophthalmic nursing. She gained experience in occupational health and safety and rehabilitation with international organisations such as Unilever, BOC Gases and the NRMA.

Patricia began working in the insurance industry in 1998 in workers' compensation. She joined TOWER in 2004 in her current role, assessing and assisting injured claimants in their return to the workplace.

Patricia has a Post Graduate Diploma of Occupational Health and Community Nursing.

Contact Patricia if you have rehabilitation queries.

Phone: 02 9448 9053
Extension: 89053
Email: patricia.attard@au.towerlimited.com



Jenny Nicolaidis
Risk Profile and
Review Manager

Jenny began her career in insurance in 1999 as a Reinsurance Claims Officer for GIO Insurance, where she was responsible for the registration and settlement of reinsurance claims and mentoring and training new and junior staff.

Jenny joined TOWER in 2001 as Case Manager, Death Claims. She did this for two years before shifting her focus to income protection, crisis and trauma claims in 2002 as Case Manager, Retail Claims.

Jenny was appointed Risk Profile and Review Manager in 2006. Her day to day responsibilities include prioritising all new claims, reviewing existing claims, coaching case managers and measuring their performance.

Contact Jenny if you have hypothetical, procedural or general TOWER claims queries.

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