

mining and exploration insurance and risk services



insurance brokers
claims management



our mission

to make insurance easy and stress free

While insurance can be complex, it doesn't need to be confusing.

SRG Group was founded on the principle of making the entire insurance and risk management process a simple one.

We have a team of dedicated, passionate and knowledgeable professionals who'll go out of their way to deliver exceptional service while offering a range of products that are relevant and cost-effective.

our values

Our values have been defined by our people, these are not corporate clichés. Our people believe in our values, they underpin our corporate DNA. They define our purpose and who works at SRG.

consistent

Our clients will enjoy excellent service, relevant products and friendly staff every time.

knowledgeable

We will constantly develop our knowledge to ensure we are the absolute authority in our industry.

considerate

We embrace and welcome feedback, from our staff and our clients, because their opinion matters. We are willing to make changes quickly if it will improve the quality of our relationships and the services we offer.

innovative

We will constantly find new ways to improve our products, our service and ourselves to make insurance easy for our clients.

fresh

We are refreshingly different. We focus our efforts on the things that matter most and we do what we say we'll do.

caring

We support the wider community and ensure the safety and wellbeing of our staff and clients.



about SRG Group

Founded in 2005, SRG Group is one of Australia's leading corporate and small business, broking and claims management firms.

We offer a professional, highly personalised service and tailor insurance plans to suit individual requirements. As a valued partner, we take the time to really understand your business and your individual needs.

We believe this mix of corporate strength and boutique service capability, along with the fact we view our clients as stakeholders in the business, is what sets SRG Group apart.

AUB Group & financial stability

In 2009, the AUB Group (Austbrokers) acquired 50% of SRG Group. AUB is a publicly listed company. For SRG, Austbrokers is the ideal business partner. They provide an enormous amount of financial stability while allowing us to preserve our local identity and management.

This balance not only allows the SRG Group to enjoy all the advantages of being part of a major group, with strategic and administrative support, it means our clients enjoy the scale benefits that come with being associated with one of Australia's largest general insurance broking groups.





mining and exploration

We understand that insurance advice is necessary in every phase of the life cycle of a mining operation. Our experience and direct access to specialist insurance markets enables us to manage the insurance requirements from initial exploration and listing through development, construction, operations and eventually shutdown and rehabilitation whilst addressing the legal and environmental risks inherent within the mining sector and region in which you operate.

our capabilities

- Aviation and travel
- Cargo risk, including transportation of bullion and precious metals
- Civil and mechanical construction
- Damage resulting from riot, strike, civil commotion, war or terrorism
- Directors' and officers' liabilities, including prospectus liability
- Domestic and overseas exploration and mining
- Drilling, blasting and rock breaking
- Mining contractors
- Fly-in fly-out arrangements
- Kidnap and ransom
- Logistics and transportation
- Minerals processing
- Plant and equipment hire
- Political risks, including confiscation, expropriation, nationalisation and revoked licences





mining lifecycle insurance needs



Exploration

- Contract advice for geological services
- Insurance advice for IPO
 - Directors and Officers Liability
 - Prospectus Liability
 - General liability
 - Workers compensation
 - Political risk
 - Expat Health
 - Corporate Travel



Project Evaluation/ Feasibility

- Insurance program design
- Insurance premium budgeting
- Advice on contractual approach for construction and operations
- Recommendation on preferred construction insurance approach
- Review of "insurance due diligence" by financiers



Construction of mine & process plant

- Placement of construction insurance program
 - Physical damage
 - Advance loss of profits
 - Marine cargo and loss of profits
 - Political risk
 - Construction liability
 - Workers Compensation
- Review of contractors insurance arrangements
- Management of claims



Mining operations

- Review of insurable operational risks
- Placement of operations insurance program
 - Physical damage
 - Business interruption
 - Marine cargo
 - General and Products Liability
 - Workers Compensation
 - Environmental
- Contractor insurance managements



Rehabilitation

- Environmental liability





our core services



Risk Profiling / Program Design

- We get to understand your business and your risks.
- We understand your risk appetite and the value of a comprehensive insurance coverage



Market Placement

- Access to our extensive global network of insurers
- Tailored policy wordings that are market leading
- Leveraging our volume to deliver efficient insurance premiums



Policy Services

- Dedicated service professional managing your ongoing requirements



Claims Management & Advocacy Service

- Our Senior Claims executives provide expert management and client advocacy on claims



Injury Management & Return to Work programs

- Our network partners will assist in ensuring you meet your RTW and IM obligations and care for your employees



Legal Contract Reviews

- Our legal contract review service will assist in providing responses to onerous contract terms that impact on your insurance coverage





workers' compensation solutions

SRG Group is committed to helping you look after your most valuable assets – your employees.

Whether you're employing only a few staff or thousands, we make it easy for you to take control of your Workers' Compensation insurance.

We can provide you with the following benefits:

- National policy administration
- Reducing Workers' Compensation Premiums
- Technical Claims Management & Employer Advocacy
- Injury Management
- Work Safety and Health Systems

claims management & advocacy services

Our claims management solutions provide our clients with a dedicated service to ease the stress and time consumption in lodging and negotiating fair outcomes on claims.

Our service goes significantly beyond the traditional scope of broker claims support. We have developed a range of solutions that contribute to driving efficiencies in our clients' business by reducing administrative frictional costs in lodging claims and in expedient turnaround times.

Claims Advocacy

Our advocacy services are managed by our Senior Technical Claims Manager who will lead on negotiations on your behalf. We are supported by our panel of leading specialist consultants and legal counsel to ensure you have the highest level of support in achieving fair outcomes.

Our Claims Advocacy services include:

- Claim dispute resolution assistance
- Legal and technical advice

Claims Preparation Consulting

Our consultants will coordinate all aspects of the claims management cycle from lodging the claim through to final settlement.

We will coordinate all stakeholders to ensure the claim is not unnecessarily delayed or impacting on your business productivity.

Our Claims Preparation services include:

- Facilitate meetings with loss adjusters, assessors, repairers and suppliers
- Rigorously represent your best interests
- Oversee case file managers of Insurers to ensure claims are not unnecessarily delayed and are finalised within acceptable service levels.

Our professional time and other costs may be recoverable from your insurance policy, where additional costs are incurred for our services we will inform you prior to incurring them and advise if these are payable through your insurer or are a direct cost to you.

Workers' Compensation Claims Management

Managing workers compensation claims with specialist claims technicians is a unique service offering compared to traditional insurance brokers.

Our Workers' Compensation Claims service include:

- By professionally managing lost time injury (LTI) claims we will help ensure workers return to work in an efficient time frame
- Reducing claims leakage costs caused by inefficient claims management directly impacts on insurance premiums. Our service will over time assist in achieving lower premiums
- Our panel of specialist Rehab Providers will provide proactive support for our employer clients.



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The Austbrokers Network,
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we make insurance easy

Insurance & Risk Solutions

SME Packages
Corporate Programs
Sport & Events
Claims Management & Advocacy
Risk Management

prosport
cover **bikesure**