

Claims

Our approach to doing business

Collaborative and Inclusive

Collaboration and inclusion are at the heart of everything we do. Our approach is founded on integrity, empathy and working together with our brokers and mutual customers to build trusting and respectful partnerships.

Solution-focused

Our breadth of expertise and experience enable us to better understand our markets, the nuances of our brokers' and customers' needs and pursue more effective solutions to respond to their specific circumstances.

Relationship-driven

We aspire to be trusted partners to our brokers and ensure the highest claims standards for our mutual customers. Our responsive, proactive, and dependable claims teams are committed to building long-term relationships based on transparency, regular communication and quality of service.

Key claims contacts



Joseph Donovan

Claims Manager

Direct: +61 (0) 3 8614 6415
 Mobile: +61 (0) 4 0498 9247
jdonovan@archinsurance.com.au



Tainui McGregor

First Party Claims Manager

Direct: +61 (0) 3 8614 6474
 Mobile: +61 (0) 4 0461 9359
tmcgregor@archinsurance.com.au



Ananya Tiwari

Third Party Claims Manager

Direct: +61 (0) 3 8614 6416
 Mobile: +61 (0) 4 2194 9495
antiwari@archinsurance.com.au



Annie Swan

Senior Claims Handler (Financial Lines)

Direct: +61 (0) 3 8614 6444
 Mobile: +61 (0) 4 6878 1257
aswan@archinsurance.com.au



Michael Abat

Senior Claims Handler (Accident & Health)

Direct: +61 (0) 3 8614 6401
 Mobile: +61 (0) 4 8866 2217
mabat@archinsurance.com.au



Christian Rono

Claims Handler (Financial Lines & Casualty)

Direct: +61 (0) 3 8614 6487
crono@archinsurance.com.au



Ayesha Omer

Claims Handler (Financial Lines & Casualty)

Currently on Parental Leave



Leah Giragosian

Claims Handler (Accident & Health)

Direct: +61 (0) 2 8284 8402
lgiragosian@archinsurance.com.au

