



**Subject: About your compulsory third party claim**

The State Insurance Regulatory Authority (SIRA) invites you to participate in a survey on your experiences in claiming compulsory third party (CTP) insurance.

SIRA is the New South Wales Government agency that oversees CTP insurance. As part of that role, we monitor the performance of insurers. We have engaged the Social Research Centre to conduct research on our behalf to better understand your experiences with claiming CTP insurance and the services that you have received.

We realise that this may be a stressful time. It is still important that we collect feedback on your experiences making a claim in the CTP scheme. This will help us to understand the experience and recovery of people to improve services for others in the future.

The survey will take about 20 to 25 minutes. You will be asked questions about your experience, recovery and current situation. If we don't hear from you online, an interviewer from the Social Research Centre may be in touch by telephone later in June or July. They would call from 02 9060 8420 or another 02 number.

More information about the research is on the next page including what it means to be involved and how you can opt-out if you choose not to participate.

Thank you for your time and consideration. Your participation is vital to helping us identify how SIRA can best support people who make a claim in the CTP scheme.

Yours sincerely,

*Theresa Fairman*

**Chief Customer Officer | State Insurance Regulatory Authority**



### **About the research**

SIRA has engaged the Social Research Centre to undertake research so that we better understand the experience and recovery of people in the CTP scheme and to hear your ideas. As part of the research, the Social Research Centre will analyse survey data and claims information to provide insights into claimant experience. SIRA will use this research to monitor the performance of insurers and to improve the outcomes of people in the CTP scheme. Your personal information will only be used for the purposes of this research and will be de-identified when reported.

The survey will run during June and July 2022. The Social Research Centre may call you during the week between 9:00am and 8:30pm or on the weekend between 11:00am and 5:00pm.

### **How are people selected to participate in the survey?**

People will be randomly selected to participate in the survey. This means that although you have received this letter, you may still not be contacted to participate in the survey. This does not mean we are not interested in your views, it just means that your name was not randomly chosen.

### **About the Social Research Centre**

The Social Research Centre is a fully accredited research company which only uses suitably trained and qualified interviewers.

### **Your privacy**

The Social Research Centre is collecting your personal information on behalf of SIRA. As part of the survey we will conduct an analysis of your claim information and your survey responses. This information will help us to better understand the experience and recovery of people in the CTP scheme. The results of this survey will be used to monitor the performance of insurers and to improve outcomes.

Your participation in this survey is voluntary and you are free to withdraw from the survey at any time. We would really value your feedback, however if you would prefer not to participate, please call 1800 023 040. Your information will not be disclosed unless required by law. At the end of the research your information will be de-identified and no-one will be able to link your answers to you.

For further information about the handling of your information please visit: [www.sira.nsw.gov.au/privacy](http://www.sira.nsw.gov.au/privacy)

### **Your options if you receive a call from the Social Research Centre**

1. ask the interviewer to ring you back at a time that is more convenient for you
2. decline to participate
3. say 'no' to answering some or all of the questions
4. end the interview at any point if you are unhappy with any of the questions or the interviewer's manner.

### **Further information**

If you would like further information or have any queries about the research, please visit [www.sira.nsw.gov.au/news](http://www.sira.nsw.gov.au/news) or contact SIRA on 1300 656 919 or [ctpassist@sira.nsw.gov.au](mailto:ctpassist@sira.nsw.gov.au).

You can also call the Social Research Centre on 1800 023 040 or [sirasurvey@srcentre.com.au](mailto:sirasurvey@srcentre.com.au).