



Why Unimutual

**SPECIALIST RISK PROTECTION FOR THE HIGHER
EDUCATION AND RESEARCH SECTORS**

The Unimutual Difference

The higher education and research sectors are unique. When it comes to risk prevention and protection, Members of this sector require a partner that deeply understands their specific needs.

Similarly, Unimutual is unique. As the only provider solely dedicated to protecting the higher education and research sectors, Unimutual was formed by Members, for Members. With more than 30 years' experience providing risk advice and risk protection, we have a rich heritage serving the higher education and research sector.

As a discretionary mutual, we exist solely to create value for our Members. Our focus is on product and service excellence for Members, over generations, rather than driving for profit.

OUR VISION

To stand beside the higher education and research sectors, protecting it as it delivers benefits to our community over generations.

OUR PURPOSE

We harness our collective expertise and experience to provide risk protection solutions shaped by the evolving needs of the higher education and research sectors – to build a stronger, more resilient membership.

OUR SERVICES

Member support. Unimutual provides a range of exclusive services for our Members, including personalised engagement and risk protection solutions that meet the individual needs of each Member.

Risk management. With our thorough understanding of the unique needs of the higher education and research sectors, we have developed best practices for our Members to mitigate and manage risk. These services include risk management, risk consultancy and risk engineering services.

Claims management. Our experienced claims team handles all aspects of your claim. All Members receive expert support and guidance throughout the claims process, including assessment, response and management.

Protection services. Our role is to serve our Members and provide the protection they need. The cover we offer is tailored to the changing needs of the higher education and research sectors.

Training and resources. All Members have the opportunity to develop their skills and competencies through our Member development program, which includes training, networking events and thought leadership articles.



How Unimutual Creates Mutual Value

WE'RE ALL ABOUT PERSONAL SERVICE AND TAILORED SPECIALIST ADVICE



As part of the higher education and research sectors, Unimutual stands beside our Members so they can safely undertake their business and deliver on their purpose.

1. Specialist expertise.

As the sector's risk protection partner, Unimutual is the only provider specifically dedicated to the higher education and research sectors. For our Members, we:

- **Understand your risks.** Unimutual understands your risk management needs and has the resources, expertise and creativity to meet those needs. We help Members improve their risk profile, leading to Members experiencing fewer losses and operational disruptions.
- **Personalise Member engagement.** At Unimutual, we don't believe in a one-size-fits-all approach. Our engagements are personalised to the needs of the individual Member.
- **Provide tailored protection.** Unimutual understands the needs of the higher education and research sectors. We provide protection designed specifically for our Members.

2. Efficient claims process.

We understand that when you need to make a claim, it may be a difficult time for you. We know you want the process to be fast, easy and transparent. Unimutual supports you through the claims process, ensuring that you understand what is happening every step of the way, and that you receive what you need as soon as possible.

3. Harnessing the power of the sector.

Unimutual has a unique position in fostering collaboration between Members, playing a key role in knowledge transfer through the facilitation of industry training, forums and discussion groups, to help Members develop their own policies and procedures.

4. Global partnerships.

Internationally, Unimutual seeks to create value through relationships with other mutuals and similar bodies. We are a member of the Business Council of Cooperatives and Mutuals (BCCM) in Australia, and are a member of the International Cooperative and Mutual Insurance Federation (ICMIF), which represents mutuals and risk pools globally. Unimutual enjoys bilateral relationships with other mutuals, including Canadian Universities Reciprocal Insurance Exchange (CURIE) and UM Association Ltd (UMAL UK).

PROOF POINTS

Member survey feedback:

- Member satisfaction: 97%
- Member trust: 97%
- Net Promoter Score: +54.3

Risk management services, including:

- Risk engineering surveys and risk recommendation follow-up
- Controlled environment valuations and advice
- Consulting on specific risk issues

Broad range of Member services, including:

- Individual, tailored Member plans
- Monthly sector-specific updates, including *Member Matters* and *CEO Connect bulletins*
- Member forums and webinars
- *Emerging Risk* Reports
- Annual Conference
- Member introduction sessions

Tailored products, including:

- Property (including terrorism)
- General liability
- Professional liability
- Medical malpractice
- Clinical trials
- Environmental liability
- Active assailant
- Cyber
- Management liability

WE'RE GUIDED BY OUR MEMBERS



As a Discretionary Mutual Fund, Unimutual is a Member-owned organisation supporting the higher education and research sectors.

1. As a Member, you own us.

As a Member, you have a share in Unimutual and you have a say in how we run our business. Your organisation has the ability to serve the sector, by standing to be a Unimutual Member Director.

2. Member representative Directors.

The majority of Unimutual's Board is made up of Member Directors who are drawn from the membership and are actively involved in the decision making of the business. This includes acceptance of new Members into the Mutual and discretion to pay claims.

3. Committees have Member representation.

Board Committees, made up of Independent Directors, Member Directors or Member representatives, form part of the governance structure ensuring the Mutual is acting in the interests of, and in line with, Member expectations. This proximity of the Mutual to Members is a driver of mutual culture.

PROOF POINTS

- Under the Constitution, the majority of Unimutual Directors should be Member Directors, representing the membership
- The majority of the Unimutual Member Reference Group are Member representatives
- As a Member-led organisation, Unimutual championed the adoption of the BCCM Principles, Code of Conduct and Good Practices for Discretionary Mutual Funds in the mutual sector

WE'RE CREATING ECONOMIC VALUE FOR MEMBERS



As a result of our Member-owned structure, we deliver value for money, and we create economic value for Members. We pass financial benefits to Members through economic contributions, and when we make surpluses, they are invested right back into the organisation for the benefit of our Members.

1. Economic protection costs.

With not-for-profit motives, Member contributions are not inflated to include shareholder profit. Unimutual passes its structural cost advantage on to Members through lower contributions, including an expense ratio substantially lower than general insurance companies.

2. Retained surpluses.

In times of low claims or high investment returns, Unimutual generates and returns surpluses to Members through increased benefits. Our purpose is not about shareholder return, but to maximise the benefits provided to Members.

3. Sustainable and generational.

We stand beside and protect our Members in the higher education and research sectors as they deliver benefits to our community over generations. We do not view our relationship as a year-by-year proposition. We will be there with you to meet your changing needs over the long-term.

PROOF POINTS

- 86.0% of contributions are returned to Members in the form of paid claims and protection costs for large losses*
- At 7.6%, our administration costs are significantly lower than the wider insurance industry*
- Unimutual is a Mutual Value Measurement (MVM)© accredited organisation. The MVM Framework© helps mutuals to measure their total value creation through a set of common dimensions and shared language about measuring and reporting mutual value

*2023/24 - Past performance information is given for informational purposes only and should not be relied upon as, and is not, an indication of future performance

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Unimutual Limited Suite 11.02, Level 11, 56 Pitt Street, Sydney NSW 2000 | PO Box H96, Australia Square NSW 1215

T: 02 9169 6600 | service@unimutual.com.au | www.unimutual.com

Unimutual Limited ABN: 45 106 564 372 AFS Licence No: 241142