

Member

Advocacy^{TEAM}

"I found the advocacy team so helpful, they kept me informed at every step of the way. If I was unsure at any part of the process, they were easy to reach and always happy to clarify"

Southern Cross member

- + We are an advocacy service that helps Southern Cross members navigate the ACC claims process at no charge to the member
- + We can assist members whose treatment may have been incorrectly declined by ACC
- + Our team consists of medical and dispute resolution professionals
- + Our focus is to work with healthcare providers and ACC to reach an early resolution for members
- + We are experts in ACC claims relating to personal injury caused by an accident (PICBA), treatment injury (TI) and work-related gradual process injury (WRGPI).

How the member advocacy team has helped our members in FY25

862

members supported
with advocacy services

69%

success rate

\$987,223

of compensation for lost earnings,
returned co-payments and other funds
unlocked for members from ACC

\$96,002

worth of rehabilitation, transport, pain
management and mobility equipment
costs for members funded by ACC

\$39.8m

funds recovered back to Southern Cross allowing us to keep member premiums down*

*July 2019-30 June 2025

For more information, visit our website at southerncross.co.nz/member-advocacy
or email us at advocacy@southerncross.co.nz