



CIS Group

Insurance done differently

We simplify the complexities of insurance with tailored solutions, market insight, and proactive risk management. This is insurance done differently.



CONTACT US

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Our Directors



Adrian Banfield
Director

0412 352 388 | 03 8376 6900

AdvDipFS(FP), ANZIIF (Snr Assoc) CIP, Dip.IB

Adrian is the founder of Comprehensive Insurance Solutions and has developed a wealth of knowledge in both Commercial and Domestic Insurance products during his 30 year career, but it is in the Small to Medium Enterprise (SME) sector that his experience and passion proves most valuable to our clients given the wide variety of industry sectors.



Callum Brown
Director

0412 272 192 | 03 8376 6900

ANZIIF (Snr Assoc) CIP, Dip.IB

Callum joined Comprehensive Insurance Solutions in 2019 following an expansive 20-year career in the insurance industry. Working across a number of international and multinational insurance broking firms, he was able to develop his expertise in product knowledge and client management. Callum also spent time as an insurance underwriter and product development specialist.



Matthew Richardson
Director

0413 253 248 | 9948 4944

ANZIIF (Snr Assoc) CIP, Dip.IB

As a seasoned insurance professional with over 20 years of experience in Australia's largest insurance brokers and insurers, Matt brings a wealth of knowledge and expertise to the table. Matt's career has been dedicated to managing the insurance portfolios of some of Australia's major

Our Values

The Insurance Broking industry provides one of the most important professional services to both the business and personal sectors.

At CIS, we take our role as one of your most trusted advisers personally and as such, we have built our business on a philosophy that the customer comes first and that personal relationships are the key to a successful business partnership. If we are not fully invested in the development of trust and relationship, then we are not performing our duty to ensure not only your interests are adequately insured, but we have become an integral part of your business structure.

At CIS, we are very proud to be a small business and not an international or multinational firm, as we believe this is an advantage to our clients. Our customers get the experience of being advised and cared for by the business owners and not an employee of a larger corporation. The CIS reputation is solely in the hands of its owners, which equates to an extremely high level of dedication and professionalism to ensure our clients are satisfied.



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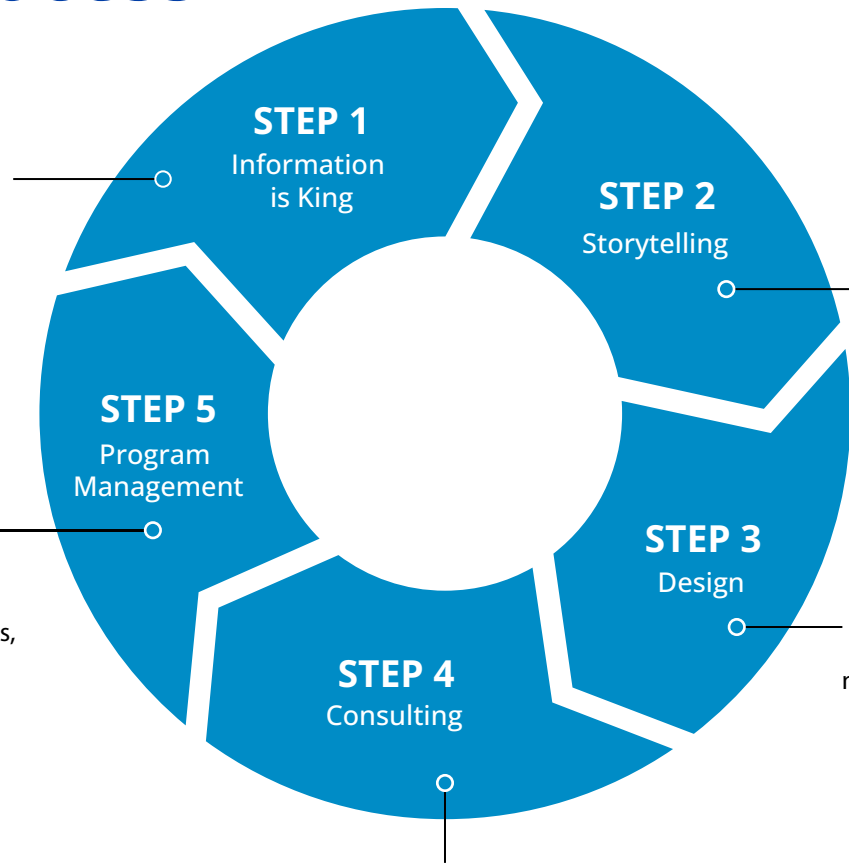
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Our Process

We gather all necessary details about your existing policies, schedules, and invoices to understand what coverage you currently have—or don't have.



Tell your story; we're here to listen. We want to know what sets your business apart, so we can tailor coverage to your unique needs.

We provide continuous management of your insurance program, offering regular updates, claims support, and adjustments to ensure your coverage evolves with your business.

We design a bespoke insurance program that fits your exposures, then negotiate on your behalf to get the best terms.

We present the program design, highlighting improvements, potential cost savings, and most importantly, how we can enhance your coverage.

Our Services

Business Solutions

Claims Management

Personal Insurance

Advocacy

Property Insurance

Risk Management

Our Team



Stephanie Willson

Branch Manager -
Bellarine



Eryeta Colombo

Operations & Claims
Manager (Commercial)



Fiona Doukas

Operations
Manager (Domestic)



Kaye Adams

Senior Account
Manager (Domestic)



Dianne Loten

Senior Account
Manager (Domestic)



Shayne Ko

Senior Account
Manager (Domestic)



Joshua Thompson

Account
Manager (Commercial)



**Marcus
Mastrolorito**

Account Manager



Ivanka Vukovic

Claims & Credit
Control Officer –
Ivanhoe & Bellarine



Debbie Vitug

Credit Control Officer



Jezza San Miguel

Administration
Associate
(Commercial & Domestic)



Ally Cuevas

Administration
Associate
(Commercial & Domestic)



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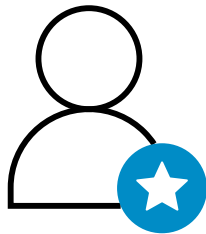
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Why Choose Us?

With over 120 years of combined experience, CIS Group offers proven expertise across risk and analysis. We take pride in our honest and transparent approach, ensuring clear communication at every stage. Our strong internal risk management capabilities allow us to identify and manage risks effectively, delivering reliable and practical solutions you can trust.



**120+ Years
Combined Experience**



**Internal Risk
Management**



**Honest &
Transparent**



**Risk &
Analysis**



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Client Testimonials

“

We had a fantastic relationship with Callum at his previous firm, so once I heard he had come back to insurance broking after three years away, it seemed only natural to make contact with him to see if he wanted to look after our insurances again.

After signing over our program to CIS Group prior to renewal, they discovered we were massively underinsured. This was corrected and professionally explained during the renewal process.

Since then, they have finalised a number of claims in a personalised and prompt manner. Being able to pick up the phone and reach Callum or Adrian at any time, for any matter, justifies our decision to appoint them and we couldn't be happier.”

Kane Bennett

Managing Director, Melbourne Tractors

“

We have been a client of Adrian and CIS Group for 17 years and in that time, we have been provided with a first class personal and professional service.

Nothing has ever been an issue for Adrian. Whether it is a small claim or a simply question about our cover, it is important to him as well, which is why he truly has become a part of our business.

Then he added Callum into the business and with his construction insurance expertise, this has given us two extremely approachable contacts for all our needs and queries. Thanks for making it easy guys!”

Dominik Ashe

Director, Paramount Airconditioning

“

I was very impressed with Callum Brown from CIS Group from our first meeting. It was clear that he had the customer's best interest at heart from a coverage and a cost perspective. He clearly knows and breaths insurance like his colleagues at CIS Group.

No question is too big or too small and the availability of Callum is unquestionable irrespective of the time of day or day of the week. They will always come back to you.

Our company's renewal was due, and I had only begun working for Greg Sewell Forgings Pty Ltd beforehand when Callum from CIS Group touched base and introduced himself. He fully appreciated and understood the situation. We worked through the renewal including reviewing all policies, insured sums, and potential new policies.

Callum along with his business partner and co-director Adrian, renewed the insurance program onsite with me and my director and answered any questions or concerns we had. This resulted in a financial saving along with greater coverage and extra policies to eliminate any business weaknesses previously not covered.

CIS Group's ongoing support of our business has been appreciated. We wholeheartedly with confidence recommend CIS Group as your insurance partner and adviser.”

Dean Howitt

Finance Manager, Greg Sewell Forgings Pty Ltd

“

As GM Finance of RPM, I had the pleasure of working with the CIS Group team, who went above and beyond to provide us with the best coverage possible and the outstanding professional service. From the moment I spoke to Callum and Kaye, I knew we were in good hands.

They took the time to understand our unique needs and provided us with customised recommendations that were tailored to our specific situation.

When we relocated our office last year, we were required to provide the landlord with a new public liability and fixed assets cover, which was different from the existing one.

Throughout the entire process, the CIS Group team were incredibly responsive and always available to answer any questions I had. They were patient, knowledgeable, and truly cared about finding the best policy for us.”

Joseph Lu

GM Finance, VRPM Property Group



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Important Information

Comprehensive Insurance Solutions Pty Ltd ABN 23 098 152 008, AAR No.249695 is an authorised representative of Resilium Insurance Broking Pty Ltd, ABN 92 169 975 973, AFSL No. 460382

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