

Dear Sir/Madam,

Re: Claim for General

To enable us to promptly attend to lodgement of your claim, would you please complete the attached claim form and return with all other relevant information as listed on the last page, titled "How to make a claim".

We ask that you ensure all information is provided in the first instance to ensure no delays in settlement occur.

Whilst every effort has been made to ensure these details are correct, please take this opportunity to ensure that any pre-filled details are correct.

Policy Number
Insurer

General Claim

The issue of this form does not constitute an admission of liability on the part of the insurer.

General Details		
Policy Number		
Insured Name		
Address		
Phone Number		
Email		
Interested Party		
Is there any other Insurance in force which would cover this in whole or part?	No Yes – please provide details	
Are you registered for GST?	No Yes	
ABN Number		
Are you entitled to claim an input tax credit on the GST component of the premium applicable to this Policy?	No Yes - Are you entitled to claim an amount less than 100%?	
	No Yes - specify amount claimed	%
Are you entitled to claim an input tax credit for repairs or replacement of the item that has been lost or damaged?	No Yes - Are you entitled to claim an amount less than 100%?	
	No Yes - specify amount claimed	%
Details of Loss or Damage		
Date of Loss or Damage		
Time	am/pm	
Date & Time Loss or Damage reported to you	am/pm	
Address of Premises/location where damage/loss occurred		
Please state full details of how loss/damage/or accident occurred		
Please describe nature or damage or injury		

Police Notification						
Date & Time the Police were notified?						
Officers Name						
Police Report Number						
Responsibility/Witnesses						
In your opinion, was any other person/s responsible for the loss or damage?		No Yes				
Full Name						
Address						
Telephone contact						
Reasons						
Were there any witnesses to this event?		No Yes				
Full Name						
Address						
Telephone contact						
Description of property loss or damage						
Description	Amount Claimed \$	To assist in assessing the loss the following information is requested				
		Date of Purchase	From whom purchased?	Purchase Price	Replacement Value	Input Tax Credit %
Total Amount claimed	\$					

Insurance History	
Have you ever previously sustained loss/damage or caused damage or injury to 3 rd parties?	No Yes – give details of date/cost of claim
If yes, was an Insurance Company Involved?	No Yes – provide name and year of claim
Have you been convicted of or had any fines or penalties imposed for any criminal offences in the last 10 years?	No Yes – please provide details
Have you had any policies declined, cancelled or conditions imposed for any insurance policy?	No Yes – please provide details

Privacy

We are committed to protecting your privacy. We use the information you provide to advise about and assist with your insurance needs. We provide your information to insurance companies and agents that provide insurance quotes and offer insurance terms to you or the companies that deal with your insurance claim (such as loss assessors and claims administrators). Your information may be given to an overseas insurer (like Lloyd's of London) if we are seeking insurance terms from an overseas insurer, or to reinsurers who are located overseas. We will try to tell you where those companies are located at the time of advising you. We do not trade, rent or sell your information.

If you don't provide us with full information, we can't properly advise you, seek insurance terms for you, or assist with claims and you could breach your duty of disclosure.

For more information about how to access the personal information we hold about you and how to have the information corrected and how to complain if you think we have breached the privacy laws, ask us for a copy of our Privacy Policy or visit our website.

Internal Dispute Resolution (IDR) Statement

Disputes are not an everyday occurrence. However insurers provide an internal dispute resolution process should any dispute arise. Please feel free to ask for details. If you are not satisfied with the outcome of that process, we will advise you how to contact the insurance industry's external independent complaints scheme (subject to eligibility).

Declaration (must be completed)

1. I/We the insured do solemnly and sincerely declare that I/We have complied with the conditions and warranties (if any) of the policy and have not deliberately caused the said loss or damage or sought unjustly to benefit thereby by any fraud or misrepresentation and that the information shown on the form is true and the I/We have not concealed any information relating to this claim. I/We understand that this claim may be refused if the information is untrue, inaccurate or concealed.
2. I/We acknowledge that I/we have read and understood the Privacy Act information referred to above and consent to the collection, storage, use and disclosure of personal and sensitive information of all persons affected by this claim.
3. I/We acknowledge that if I/We do not agree to the collection of this personal and sensitive information, then the broker and the insurer will be unable to process my/our claim.
4. Further it is understood and agreed that if any property claimed for is subsequently recovered in an undamaged condition I/We will immediately refund the company any sum which may have been paid to me/us in respect of such property. In the event of any property being recovered in damaged condition I/We will immediately hand the same over to the company for disposal as may be agreed.

Date:

Signature:

EFT Payment Details (Please complete this section if you require payment directly into your account)			
Account Name			
BSB:		Account Number	
Bank Name		Address:	
Email Address for payment notification:			

How To Get Quick Action On Your Claim

1. Complete the attached form and return to our office.
2. Attach all quotations or invoices obtained for replacement of or repair to the damaged or missing property.
3. Attach valuations and receipt of purchases whenever possible.
4. Advise the Police immediately in the event of loss by burglary, housebreaking, theft, suspected malicious damage. Also make sure the premises are secure to avoid further incidents.

Note: Police reports are very slow so if you can obtain one at the time the report is taken, then this will save valuable time or at least obtain a copy or report number.

5. Attach any letter of demand or other correspondence that you may receive from any Third Party.
6. Do not make any admission of liability for loss or damage caused by you to the Third Parties.

What we will do if the paperwork is correct & complete

- Submit the claim form to the Insurer.
- If the claim has not been paid within 30 days we will contact the Insurer and then advise you accordingly.
- We will then follow up the claim when necessary until settlement is reached, however, please feel free to call at any time.

What an Assessor will do

- An assessor is an independent person who is appointed by the Insurer for their expertise in helping you finalise a larger or more difficult claim.
- They will interview and obtain details of a loss and arrange for quotes and prepare the necessary paperwork.
- The assessor is your contact point.
- The assessor will write a report to the Insurer recommending a course of action.
- This can take time depending on their work load and Police Reports.
- The Insurer will not act until these reports are received and although not bound by the assessor recommendations, the Insurers usually accept these reports.
- If you are unhappy with any aspect of the claim, advise the assessor. If he is unable to correct the problem then contact us immediately. We will not know of any problem without being advised.
- If you are unhappy with the assessor's responses, contact us immediately.