

Dear Sir/Madam,

Re: Claim for Motor Vehicle

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

Motor Vehicle – Theft Claim

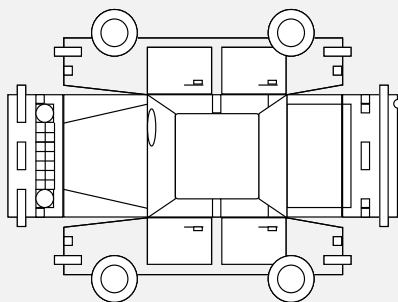
The supply or acceptance of this form is not an admission of liability on the part of the insurer. Please complete ALL sections of this claim form. Unless specifically arranged beforehand, no repairs or alterations to the damaged vehicle should be made unless approved by your insurance underwriter. The 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			
Are you the sole owner of the vehicle?	No Yes – please provide details		
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	%
Insured Vehicle			
Year/Make/Model			
Registration Number			
Registration Expiry Date			
Colour			
Engine Number			
Chassis Number			

Registered Owner of the vehicle			
Where did you purchase the vehicle? (Address)			
When did you purchase the vehicle?			
Do you owe money on the vehicle?		No Yes	
Name of Lender			
Lender's contract details			
Have any accessories been added or modifications been made since the vehicle was purchased?		No Yes	
Details of Accessories/Modifications (attach receipts)			
Description		Purchase price	
Details of Theft			
Date and time of Theft			
At what time and date was your vehicle left parked?			
Location where your vehicle was taken from			
Why was your vehicle left there?			
Was the vehicle locked?		No Yes	
Was an alarm fitted?		No Yes	
Was the alarm activated?		No Yes	
Was any other protective device fitted?		No Yes	
Details of the person who left vehicle at this location			
Full Name		Address	
Contact Number		Drivers Licence Number	

Report to Police	
Who reported the theft to the police?	
Name of Police Officer	
Date & Time of the Report	
Police Report Number	
Details of other people who were with person in charge of vehicle at time of theft ie Name/address/contact	
Please describe in detail the events leading up to and following the theft	
How did you get home after the theft?	
Details of Recovery	
Date & Time Recovered	am/pm
Date & Time notified of the recovery	am/pm
Location of vehicle when found	
Nearest cross street	
Where is the vehicle now?	
If the vehicle is in bushland, please attach a details diagram	
Name of person or Police officer who found the vehicle	
Was anybody charged with the theft	No Yes
If yes please provide name/address/contact number	
Have you seen the vehicle since being recovered	No Yes
Please state type of damage	Burnt Impact Stripped

Show the damaged areas to your vehicle on the following diagram



Has the vehicle been towed?

No Yes

If yes, please provide name of towing Company and contact number

Details of Losses

Describe any items stolen or damaged	Where located in vehicle	Purchase Date	Price Paid	Amount claimed

Tyres

Were the tyres stolen or damaged?	No Yes
Make of Tyres	
Retreads	No Yes
Where were they purchased?	
Number of klms travelled on these tyres	

Owners/Drivers History – In the last 5 years				
Have you had an insurance policy cancelled, declined or special conditions imposed by an Insurer	Yes No			
If Yes, give details				
Have you been convicted or charged with:				
a. Drug use, driving under the influence or exceeding prescribed concentration of alcohol?	Yes No			
b. Any driving offences or speeding infringements?	Yes No			
c. Fraud, Arson, Theft or any other Criminal Act?	Yes No			
Had a drivers or motorcycle licence cancelled, suspended or endorsed?	Yes No			
Had a claim or accident?	Yes No			
Had a car stolen or burnt out? (include any not reported or not claimed from an Insurer	Yes No			
If you answered Yes to any of the above question please provide details below				
Name of Driver	Date of Incident	Details of Incident	Insurer claimed through	Person at fault

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 Make A Motor Vehicle Claim

Whether at fault or not and to avoid delay, it is easier to claim on your Insurer and let them recover for you. Here are the steps to be taken: -

1. Obtain a quotation from a reputable repairer.
2. You will pay your excess to the repairer when collecting the repaired vehicle.

If you are not at fault:
your excess is recoverable;
car hire may be paid for, if a business registered vehicle, but not necessarily all costs.

Please note, the refund of excess and car hire is paid by the third party or their Insurer and this usually takes between 3-6 months.

If no refund received after 6 months, you can:
Follow this up yourself by contacting your Insurer;
Contact our office and ask our assistance.

3. In the event of a total loss, the **market** value will be determined by the assessor. At times you may not agree on this figure, however, it is your prerogative to obtain another valuation. We can advise.
4. If the vehicle has been stolen, your Insurer will apply for a police report. They will generally wait for 4-6 weeks before settling the claim in the event the vehicle is recovered (80% usually are recovered albeit not in the condition when last seen by the owner).
5. If your vehicle is not damaged or damage is minor but you have caused damage to a third party and the accident is your fault, a claim form must be completed and sent to our office with a copy of your licence and excess if applicable, then forward any letters of demand with quotations.