

Attach the following documents:

- purchase receipts, valuations and/or manuals for the claimed items
- repairers quotations, invoices and/or receipts for the claimed items
- any other documentation or correspondence which relates to this claim

Please write your Name and Case number (if advised by us) on everything you attach here.

If you do not have any of these documents at this time, please send the claim form now and forward the documents as soon as possible. If you cannot provide these documents please call us on 1300 369 989 to discuss.

26 Are you claiming for loss or damage to the buildings?

No Go to 27

Yes Give details of your claim for loss or damage below

Details of loss or damage	Cost of repairs	Amount of claim
Less Excess		
Total Claim \$		

27 Are you claiming for loss or damage to contents or personal valuables?

No Go to 28

Yes Give details of your claim for loss or damage below

Item No.	Description of property lost, damaged or stolen <i>(Please state each article/item separately)</i>	Where was item purchased	Date purchased	Who owned the item	Present cost of replacement	Amount of claim
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
Less Excess						
Total Claim \$						

28 Should we decide to cash settle your claim we will direct credit the amount into your bank account. Please provide your bank account details should we decide to do this.

Account Name/s

Bank/Branch Name

BSB Number

Account number

Declaration

I/We declare that the above account details have been checked by myself/ourselves, and I/we confirm that they are true and correct. The agreed funds are to be transferred to the account number as recorded above. I/We accept that the Insurer will not be held liable at law, in equity, by statute or otherwise for any details recorded incorrectly.

Policy Holder(s) Name(s)

Policy Holder(s) Signature(s)

Important Notice

The Insurer confirms that the account details provided above are confidential and will only be used for the purpose of releasing any settlement funds in payment of your claim, if your claim is accepted by us and if we agree to a cash settlement. These account details will not be disclosed except to the extent required by law.

29 I/We declare that all information I/we have given is true and correct. I/We understand that until this information is considered by the Insurer, my claim has not been admitted. I/We will continue to assist the Insurer in any way to reach a decision to accept or decline this claim. I/We have read, understand and agree to the acknowledgements and consents relating to the protection of my/our privacy.

Signature of Insured Person(s)

Date

How to Make a Claim

- Give us all the details about your claim.
- Advise the police immediately if the loss or damage was caused by burglary, home invasion, theft, vandalism, malicious damage or accidental loss.
- You must keep the damaged items so that we may inspect them if required.
- Attach all relevant information to support your claim for repair, replacement and/or damage, including proof of ownership. You need to show that you own or paid for the property that you are claiming for.

Refer to page 4 for details of documents required.

- Advise or supply any further information which we may need.
- Send this claim form and supporting documents back to:

Fax: 1300 200 850

Mail: General Insurance
Home and Contents Claims
GPO Box 4451
Sydney NSW 2001

Once we are notified of your claim, either in writing or by telephone, a decision is made as to whether a Claims Assessor will be required to make an inspection of the loss or damage.

If a Claims Assessor is required

- The Insurer will appoint a Claims Assessor on the same day it receives notification of your claim.
- The Claims Assessor will contact you within 24 hours and arrange to call on you at a convenient time.
- Before the Claims Assessor arrives, please ensure that you have all the relevant information available to support your claim – for example, your original invoice, the operating manuals for any equipment stolen, the reference number for the police report. See page 4 for details of documents required.
- The Claims Assessor will ensure that the Insurer is given all the information required to process your claim as quickly as possible.

If a Claims Assessor is not required

- The Insurer will process your claim and will contact you, usually by phone, if any additional information is required.

If now or in the future you have any queries or need information in relation to your claim please contact us on **1300 369 989**.

What to do if you have a complaint

We are constantly striving to provide our customers with the best possible service. If you do have a complaint we will do our best to resolve it for you quickly and fairly.

Step one

We ask that you contact one of our trained Consultants on:

Telephone: 1300 650 255 for Policy enquiries

Telephone: 1300 369 989 for Claims enquiries

Step two

If the Consultant is unable to resolve the matter they will refer it to their Team Leader or Manager.

The Team Leader or Manager will acknowledge your complaint within two business days and try to resolve your complaint within 15 business days. However, if we consider that further information, assessment or investigation of the complaint is required, we will agree reasonable alternative timeframes with you.

Next steps

If you are still not satisfied with the outcome, you may refer the dispute to our Internal Dispute Resolution Officer, who will review the matter.

The contact details are:

**Internal Dispute Resolution Officer,
General Insurance**

GPO Box 4451

Sydney NSW 2001

Telephone: 1300 369 989

Facsimile: (02) 8254 6979

You will be provided with a response to your dispute within 15 business days. In cases where further information, assessment or investigation is required we will agree reasonable alternative timeframes.

Further assistance

If you are not satisfied with the decision made or we cannot otherwise reach an agreement, you can refer your matter to the Financial Ombudsman Service Limited who provide a free independent dispute resolution service for consumers who have a general insurance dispute.

Additionally, if we are unable to resolve your complaint within 45 days, you may take your complaint or dispute to the Financial Ombudsman Service Limited.

Financial Ombudsman Service Limited

GPO Box 3

Melbourne VIC 3001

Telephone: 1300 780 808 (national toll free)