

## IN THE EVENT OF A CLAIM

- Take precautions necessary to ensure that no further loss or damage occurs to the property
- No repairs are to be commenced without first obtaining consent from Insurance Investment Solutions Pty Ltd

## COMPLETING THIS CLAIM FORM

- Please answer every question relevant to this claim, provide full information and return this form to your Broker as soon as possible, together with any relevant photos and attachments.
- Incomplete, illegible or unclear answers could delay processing of your claim

If insufficient space is provided, please attach separate sheet(s) and sign and date each sheet.

Contact your Broker if you are unsure about any matters relating to completion of this form.

## AGENT OF THE INSURERS

Insurance Investment Solutions Pty Ltd in dealing with or settling claims, will be acting under an authority given to it by certain insurers. Accordingly, Insurance Investment Solutions Pty Ltd will be acting as an agent of the insurers and not an agent of the insured.

## PRIVACY

We are committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth) and The Australian Privacy Principles (APPs), which will ensure the privacy and security of your personal information.

The information provided in this document and any other documents provided to us will be dealt with in accordance with our Privacy Policy. By executing this document you consent to collection, use and disclosure of your personal information in accordance with our Privacy Policy. If you do not provide the personal information requested or consent to its use and disclosure in accordance with our Privacy Policy, your application for insurance may not be accepted, we may not be able to administer your services / products, or you may be in breach of your duty of disclosure.

Our Privacy Policy explains how we collect, use, disclose and handle your personal information including transfer overseas and provision to necessary third parties as well as your rights to access and correct your personal information and make a complaint for any breach of the APPs.

A copy of our Privacy Policy is located on our website at [www.is-insurance.com.au](http://www.is-insurance.com.au)

Please access and read this policy. If you have any queries about how we handle your personal information or would prefer to have a copy of our Privacy Policy mailed to you, please ask us.

If you wish to access your file please ask us.

## GENERAL INSURANCE CODE OF PRACTICE

In accordance with our binding authorities, where we act on behalf of the insurer, we are bound by the General Insurance Code of Practice. The Code is designed to set minimum standards of practice and service in the insurance industry. Further information about the Code can be obtained from [www.codeofpractice.com.au](http://www.codeofpractice.com.au)

## COMPLAINTS AND DISPUTES HANDLING

If you have any complaints about the products or services provided to you we have a complaints and internal dispute resolution process to try and resolve them as quickly as possible. Please contact us and tell us about your complaint.

If you are not satisfied with the outcome of this process we will provide you with information about the Australian Financial Complaints Authority (AFCA) including their contact information, when you lodge your complaint with us or at any time upon your request.

POLICY DETAILS		
Insured:		
Policy No:	ABN:	
To what extent can you claim an Input Tax Credit on your insurance premiums?		
Address:		
City:	State:	Post Code:
Contact Name:		
Tel:	Mobile:	
Fax:	Email:	
INSURANCE BROKER		
Name of your Insurance Broker:		
Address:		
City:	State:	Post Code:
Contact Name:		
Tel:	Mobile:	
Fax:	Email:	
DESCRIPTION OF LOSS		
Day and Date of incident	/ /	Time of loss am/pm
Please describe what happened:		
At what address did the loss, theft or damage occur?		
Who discovered the loss, theft or damage?		
Day and Date of incident	/ /	Time of loss am/pm

Are you the owner of the property being claimed for: YES  NO   
If "No" give details:

Does any other party have an interest in the property being claimed for: YES  NO   
If "Yes" give details:

Is there any other Insurance Policy which would cover this loss, theft or damage: YES  NO   
If "Yes" give details:

Do you know who is responsible for the loss, theft or damage to your property?: YES  NO   
Please advise Name(s) and Address(es) of the person(s) responsible:

## POLICE

Was this loss, theft or damage reported to the Police? YES  NO

Date Reported:    /    /

Crime Report No:

Name of Police Officer:

Name of Police Station where loss, theft or damage was reported:

### Please attach a copy of the Police Report

If the damage is the result of fire did the fire brigade attend? YES  NO

## PLUMBING REPAIRS

If your plumber has not already done so, please ensure that the following information is included on their account/invoice:

- Nature and cause of leak
- Composition of pipe (ie: Copper,PVC)
- Procedures undertaken

Details of charges including hourly rate, number of persons on the job (if more than one person in attendance, please explain the necessity for additional persons), and details for costs associated with:

- Search and find
- Plumbing repair
- Reinstatement

ELECTRICAL DAMAGE (FUSION)	
Nature and cause of damage (brief explanation):	
What does the motor operate?	
Horse power / kilowatt rating:	
Date of purchase: / /	Age of appliance / motor:
Is it under manufacturer's warranty?	YES <input type="checkbox"/> NO <input type="checkbox"/>

**DETAILS OF PREVIOUS LOSS, THEFT OR DAMAGE**

Have you ever suffered any loss, theft or damage at this address or elsewhere in the last five (5) years? YES  NO

If "Yes" give details:

TYPE	DATE	AMOUNT
	/ /	\$
	/ /	\$
	/ /	\$
	/ /	\$
	/ /	\$
	/ /	\$

Have you made a claim on any insurer for any of the above mentioned incidents?  YES  NO

INSURER	DATE	AMOUNT
	/ /	\$
	/ /	\$
	/ /	\$
	/ /	\$
	/ /	\$
	/ /	\$

**DETAILS OF CLAIM (Please attach two repair quotations where available. If insufficient space please attach list)**

DAMAGE TO BUILDING		
PARTICULARS	NAME OF REPAIRER	AMOUNT CLAIMED
		\$
		\$
		\$
		\$
		\$
		\$

LOSS OR DAMAGE TO OTHER PROPERTY				
Description of Property (Include Serial Numbers)	Where Purchased	When Purchased	Value at time of Loss	Replacement Value (Attach quote)
			\$	\$
			\$	\$
			\$	\$
			\$	\$
			\$	\$

Where possible attach original invoices, receipts or other proof of purchase. This will help us in assessing your claim as quickly as possible.

SUMMARY OF COSTING – BURST PIPE CLAIMS ONLY	
Strata Plan:	Invoice No:
Date:	Claim No:
Job Address:	
Nature and Cause of Leak:	
Composition of Pipe:	

Procedures Undertaken:

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Tracing Services: Invoice / Quote Attached:

YES

NO

TRADESMAN	RATES	NUMBER OF HOURS	COSTS (\$)
Plumber	Hrs @ \$		\$
Additional Plumber	Hrs @ \$		\$
Tiler	Hrs @ \$		\$
Labourer	Hrs @ \$		\$
Others:	Hrs @ \$		\$
<b>SUBTOTAL:</b>			

MATERIALS	COSTS (\$)
Plumbing	\$
Reinstatement	\$
<b>SUBTOTAL:</b>	\$
<b>TOTAL COSTS TRADESMAN AND MATERIALS</b>	\$

Please provide details of work necessitating attendance of additional plumbers:

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SUMMARY OF COSTS		
Search and locate	\$	
Plumbing Repair	\$	
Reinstatement	\$	
<b>TOTAL</b>	\$	

**ELECTRONIC FUNDS TRANSFER DETAILS**

Following Insurance Investment Solutions Pty Ltd’s approval of your claim, your claim benefits can be transferred directly into your Bank Account.

Please provide the following details:

Name of Financial Institution: \_\_\_\_\_

Account Name: \_\_\_\_\_

BSB Number: \_\_\_\_\_ Account Number: \_\_\_\_\_

Bank SWIFT code (if required): \_\_\_\_\_

**DECLARATION AND AUTHORISATION**

I/We declare that to the best of my/our knowledge and belief, the information provided on this claim form and in any attached documentation is true and correct and that I/we have not withheld any relevant information.

I/We consent to Insurance Investment Solutions Pty Limited or its agent using the personal information I/we have provided for the purpose of processing my/our claim. I/We understand that if I /we choose not to provide the required details, this is my/our choice; however, Insurance Investment Solutions Pty Limited or its agent may not be able to process my claim.

I/We consent to Insurance Investment Solutions Pty Limited or its agent disclosing my/our personal information to other insurers, an insurance reference service, claims adjusters, lawyers and other consultants or as required by law. I /We also consent to Insurance Investment Solutions Pty Limited or its agent disclosing my/our personal information to and/or collecting additional information about me/us, from investigators or legal advisors.

I/We acknowledge that I/we have read and understood the Privacy Statement and consent to the collection, storage, use and disclosure of personal and sensitive information to all persons affected by this claim. I/We acknowledge that if I/we do not agree to the collection of this personal information then Insurance Investment Solutions Pty Limited or its agent will be unable to process my/our claim.

I/We authorise Insurance Investment Solutions Pty Limited or its agent to give to and obtain from other insurers, insurance reference bureaus and credit reporting agencies any information relating to the insured’s credit or insurance history as well as insurance claims information obtained during the course of this contract.

Signature of insured: \_\_\_\_\_ Date: \_\_\_\_\_

Name: (Please print) \_\_\_\_\_

Witness: \_\_\_\_\_ Date: \_\_\_\_\_

**Please note:** If the insured is a company, partnership or other business venture, this declaration must be made and signed by an authorised person.

