

GENERAL CLAIM FORM

How to Get Quick Action on Your Claim

1. Complete the attached form and return to our office.
2. Attach all **original** quotations or invoices obtained for replacement of or repair to the damaged or missing property. Photocopies are not accepted as a rule.
3. Attach **original** 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 PAPER WORK IS CORRECT AND COMPLETE:

- Submit the claim to the insurer
- 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
- 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 workload 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 assessors responses, please contact us immediately

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Important

- The issue of this form does not constitute an admission of liability on the part of the insurer.
- Do not admit liability - Ask for any claim to be put in writing and refer all correspondence to Phoenix Insurance Brokers.
- Send all quotations you have received to repair or replace damaged property or invoices or receipts if the goods have already been repaired.

1. Insured Details

Policy Number	
Name(s) of Insured(s)	
Address	
Contact Number	
Are you registered for GST purposes?	
ABN	
Input Tax Credit Entitlement (ITC%)	

2. General Details or Loss/Damage

Address where the event occurred	
Date of Event	
Approx. time of loss/damage	
Please state full details of how loss/damage or accident occurred <i>If there is insufficient space, please attach separate paper including further details</i>	
Were the police notified? If yes please provide Police Report Number	

3. Please complete for loss of property

Please provide replacement quotes and invoices

Description of property for which loss is claimed	Amount

4. Payment for Claim if and when applicable

Account Name	
BSB	
Account Number	

5. Declaration

<p>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 wilful misrepresentation and that the information shown on the form is true and the I/We have not concealed any information relating to this claim.</p> <p>2. 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.</p> <p>3. I consent to the broker and insurer using my personal information I have provided on this form for the purpose of processing my claim. I understand that if I choose not to provide the required details, this is my choice, however, the broker and insurer may not be able to process my claim.</p> <p>4. I consent to the broker and insurer disclosing my personal information to other insurers, an insurance reference service, or as required by law. I consent to the broker and insurer also disclosing my personal information to and/or collecting additional information about me, from investigators or legal advisors.</p> <p>Signature: _____ Date: _____</p>
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