

third party property damaged claim form



Wesfarmers General Insurance Limited, ABN 24 000 036 279

The issue of this form is not an admission of liability.

1. Client Details

Claim number

Name of claimant

Occupation

Postal address

Postcode

Phone number (w)

Phone number (h)

Mobile number

2. Goods and Services Tax (G.S.T.)

Please state your:

ABN, if applicable

Entitlement to an Input Tax Credit in respect of the property which is the subject of your claim

3. Particulars of Vehicle

Owner's name

Driver's age

Make of vehicle (include whether Special Standard etc)

Year of model (yyyy)

Registration number

Value

4. Insurance Particulars

Is the vehicle comprehensively insured?

No Yes

If Yes, name the insurer

NSW Lumley House, Level 9, 309 Kent Street, Sydney 2000
Suite 19, 50 Glebe Road, The Junction 2291
VIC Level 3, 99 King Street, Melbourne 3000
ACT Level 4, 10 Rudd Street, Canberra City 2601
TAS Level 11, 27 Paterson Street, Launceston 7250
SA 465 Pulteney Street, Adelaide 5000
WA Level 9, 50 St George's Terrace, Perth 6000
QLD Level 2, 99 Melbourne Street, South Brisbane 4101
Level 5, Northtown Tower, Flinders Mall, Townsville 4810
NT Level 2, Beagle House, 38 Mitchell Street, Darwin 0800

Phone (02) 9248 1111 Fax (02) 9248 1122
Phone (02) 4925 7500 Fax (02) 4940 0295
Phone (03) 8627 4333 Fax (03) 8627 4312
Phone (02) 6279 0333 Fax (02) 6279 0330
Phone (03) 6345 4700 Fax (03) 6345 4711
Phone (08) 8228 1700 Fax (08) 8228 1777
Phone (08) 9220 8222 Fax (08) 9220 8251
Phone (07) 3307 4800 Fax (07) 3307 4899
Phone (07) 4722 6000 Fax (07) 4724 4398
Phone (08) 8946 4600 Fax (08) 8946 4666

Lumley General is a trading name of Wesfarmers General Insurance Limited

Branch Policy number Due date(dd/mm/yyyy)

Have you reported the accident to your insurer? No Yes If Yes, have they authorised repairs to your vehicle? No Yes

is the vehicle under finance arrangements? No Yes
If Yes, with which company

5. Loss Details

Is your claim for:

(i) damage to your vehicle? No Yes

If Yes, when and where may your vehicle be inspected? (address of Repairer's premises)

Has the vehicle been repaired? No Yes

(ii) the excess payable on your insurance? No Yes

If Yes, how much is your excess?
\$

Was the vehicle towed? No Yes If Yes, please attach receipt

Name and address of Witness(es) Postcode

Have you attached two written quotations for repair? No Yes

6. Details of Person (or Firm) insured with us

Name

Postal address Postcode

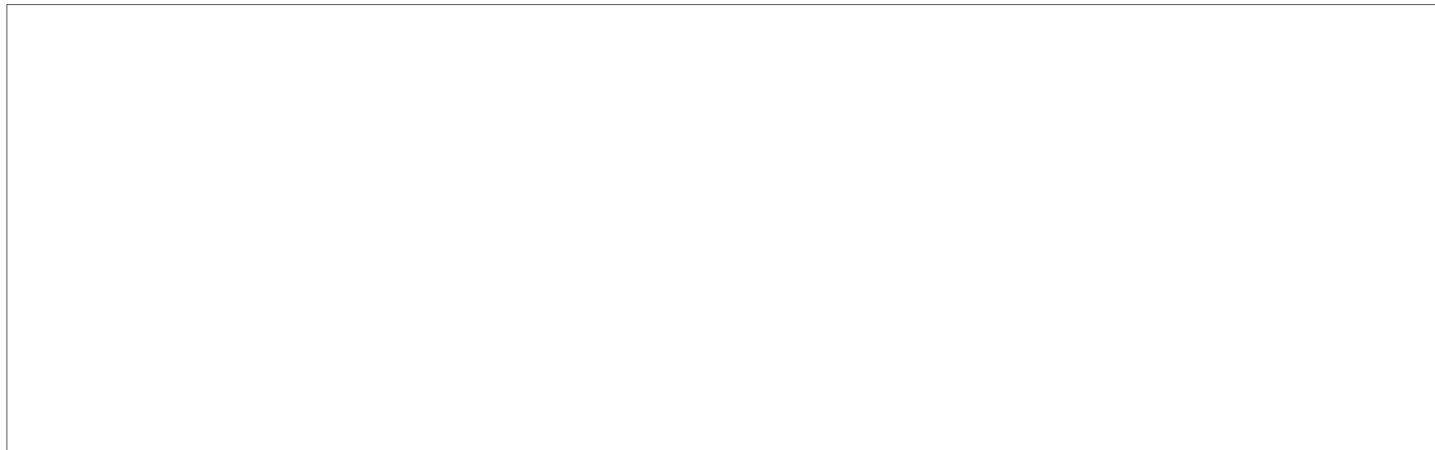
Make of vehicle Registration no.

Date of accident (dd/mm/yyyy) Place of accident

Police station to which reported

Please supply full statement of the circumstances of the accident

Please draw a plan of the road showing position and identification of all vehicles, persons and road signs concerned at the time of the accident and show by arrow the direction in which vehicles or persons were travelling.



7. Complaints - Internal and External Complaints Procedure

If you do not agree with any decision we make in relation to your insurance, please write to us stating what you disagree with and why.

We will then either resolve or attempt to resolve your complaint immediately or refer the matter to Our Internal Dispute Resolution Committee (IDRC)

If you are not satisfied with a claim decision by the IDRC, the matter may be referred to an independent alternate dispute resolution body, Financial Ombudsman Service (FOS), provided it falls within their jurisdiction.

Financial Ombudsman Service
Freecall 1300 78 08 08
Post: GPO BOX 3, Melbourne Victoria 3001
Website: www.fos.org.au
Email: info@fos.org.au

8. Duty of Disclosure

Before you enter into a contract of general insurance with an insurer, you have a duty, under the Insurance Contracts Act 1984, to disclose to the insurer every matter that you know, or could reasonably be expected to know, is relevant to the insurer's decision whether to accept the risk of insurance and, if so, on what terms.

You have the same duty to disclose those matters to the insurer before you renew, extend, vary or reinstate a contract of general insurance.

Your duty however does not require disclosure of matter –

- that diminishes the risk to be undertaken by the insurer;
- that is of common knowledge;
- that your insurer knows or, in the ordinary course of his business, ought to know;
- as to which compliance with your duty is waived by the insurer.

Non-disclosure

If you fail to comply with your duty of disclosure, the insurer may be entitled to reduce his liability under the contract in respect of a claim or may cancel the contract.

If your non-disclosure is fraudulent, the insurer may also have the option of avoiding the contract from its beginning.

9. Declaration

Lumley General respects Your privacy and complies with the Privacy Act and the National Privacy Principles. A copy of Our Privacy Policy and Procedures is available at any of our offices.

Signature

Date (dd/mm/yyyy)