



CLAIM FORM
General Property

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CLAIM FORM – General Property

This form is issued to enable the Insured to lodge a written statement of claim. It does not constitute an admission of liability on behalf of Assetinsure.

IMPORTANT NOTICE

Please complete this claim form if your property has been lost, damaged or stolen

Please read the Claim Form fully before answering the questions.

Please answer all questions relating to your claim as fully as possible. Please use the blank page at the end of this document if there is insufficient space for any of your answers or for any further comments.

We may contact you for additional information or appoint a loss adjuster or investigator.

Please retain any damaged items if possible as they may need to be inspected before settling your claim.

Please do not authorise repairs yourself unless in the case of urgent emergency repairs necessary to minimise further damage.

Please attach all quotations for repair or replacement of damaged property or invoices or receipts for items that have already been replaced in an emergency situation to this Form.

DETAILS OF INSURED

1. Insured's Full Name

Insured's Address

Suburb

State

Postcode

Occupation:

Policy Number
(if known)

ABN

Policy Period: From

dd/mm/yyyy

To

dd/mm/yyyy

PERSON TO BE CONTACTED

Name

Telephone

xx xxxx xxxx or xxxx xxx xxx

Fax

xx xxxx xxxx or xxxx xxx xxx

Email Address

2. Are you registered for GST purposes? Yes / No

3. Have you claimed, or are you entitled to claim, an ITC for the GST applicable to the policy premium? Yes / No

Please specify your percentage entitlement. %



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PLEASE COMPLETE SECTIONS A, B, C AND D FOR ALL PROPERTY CLAIMS

A. DETAILS OF THE PROPERTY

1 Are you the Owner of the property lost or damaged? Yes / No
If NO, please provide details

2 Does another party have an interest in the damaged property? Yes / No
If YES, please provide details

3 Do you hold any other insurance which may cover this incident? Yes / No
If YES, please provide

Name of Insurer Policy Number

4 Do you owe money on the property lost, stolen or damaged. Yes / No
If YES please provide details of Financier
Amount Owing

5 Have temporary repairs been completed? Yes / No
If YES, when were they completed and by whom?

6 Total value of the property lost or damaged at the time immediately prior to the loss or damage to the items being claimed

B. DETAILS OF THE INCIDENT

1 Date of Loss dd/mm/yyyy Time :

2 What is the location of the loss?

Address

Suburb

State

Postcode

3 What is the nature of the occupation performed at the premises?

4 Are the premises leased? Yes / No
If YES please provide details



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5 Description of loss or damage

6 How did the loss or damage occur?

7 Was anyone on the premises at the time of the loss? Yes / No
If NO please provide details of the time the premises were last occupied prior to the loss or damage.

8 Was another person responsible for the loss or damage? Yes / No
If YES, please provide their name, address and contact details

9 What steps were taken to prevent or reduce further loss or damage?

10 Were there any witnesses to the loss or damage? Yes / No
If YES, please provide their names, addresses and contact details

1: FIRE AND IMPACT BY VEHICLES

Is this section of the form applicable to you ? Yes / No

Fire losses must be reported to the Fire Brigade.

If the incident has not been reported please provide an explanation:

1 Date reported
(dd/mm/yyyy)

2 Name of the Fire Station

3 Was any property damaged which is jointly owned with another party? Yes / No
If YES, please provide details of joint owner



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4 Was the damage caused by a vehicle? Yes / No

If YES, please provide Owner's

Name

Address

Suburb

State

Postcode

Phone Number:

5 Registration number of the vehicle

2: THEFT OR BURGLARY

(Burglary, theft, including malicious damage must be reported to the Police and Police complaint acknowledgement forms must be submitted with this Claim Form)

(Please attach proof of ownership in the form of original receipts or invoices)

Is this section of the form applicable to you ? Yes / No

1 Have the Police been informed of this incident? Yes / No

If NO, please provide an explanation

2 If YES, name of Police Station where incident was reported

3 Name of police officer

4 Report Number

Date Reported

(dd/mm/yyyy)

5. If the premises were broken into, please describe the method of entry

6 Were the premises locked? Yes / No

7 Was there anyone on the premises at the time of the loss Yes / No

If YES, please provide details

8 What actions have you taken to reduce or recover your loss?

9 Please provide details of any security improvements taken subsequent to the loss

10 Has any property been recovered? Yes / No

If YES please provide details



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SECURITY DETAILS

Are any of the following used to provide security on the premises?

- Keyed window locks on accessible windows. Yes / No
- Double-keyed deadlocks on perimeter doors. Yes / No
- Grilles on accessible windows and doors. Yes / No
- Fixed safe Yes / No
- Free-standing safe Yes / No
- Perimeter alarm Yes / No
- Internal alarm Yes / No
- Back to Base (If YES, please attach activity report) Yes / No
- If you answered YES to any alarm system did the alarm activate Yes / No
- If NO, please provide an explanation

3. GLASS

(Invoices or quotations must be attached to this Claim Form)

Is this section of the form applicable to you ? Yes / No

- 1 Location of glass insured
- 2 Size of glass (approximate)
- 3 Type of glass
- 4 If known, provide the name and address of person responsible

Name

Address

Suburb

State

Postcode

Phone Number

Mobile

- 5 Did the glass have any other damage before the above incident occurred? Yes / No
- If YES please provide details

- 6 How was the glass damaged or broken?

- 7 Was any sign writing damaged? Yes / No



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- 8 Has the break been repaired? Yes / No
- 9 Name of repairer?
- 10 Amount claimed?
- 11 Has the invoice been paid? Yes / No
If YES, please provide details of who paid the invoice and provide a copy of the repair account

4: NATURAL PERILS (Storm, Tempest and Water Damage)

(Please perform emergency repairs to prevent further damage as soon as possible)

Is this section of the form applicable to you ? Yes / No

- 1 Was the damage caused by a storm? Yes / No
If YES, please provide details.

2 What damage has been caused?

3 How did the water/rain/wind enter the premises?

4 What actions have been taken to minimise the damage?

C. HISTORY

1. Have you had any losses or previously made a claim against any insurance company in the past 5 years? Yes / No
If YES, please provide details of nature of loss, date of loss, insurer and value.

2. Have you had any insurance or renewal of insurance refused, cancelled, or had special conditions imposed? Yes / No
If YES, please provide details

3. Have you been charged with, or convicted of, any criminal offence? Yes / No
If YES, please provide details.



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ADDITIONAL INFORMATION



Complaints - Dispute Resolution

If you do not agree with any decision we make in relation to your claim or are dissatisfied with the handling of your claim or the services of our loss adjuster or investigator, please write to us stating the nature of your complaint and the reasons why.

We will try to resolve the complaint immediately. If the complaint cannot be resolved Assetinsure provides an internal dispute resolution process should a dispute arise. For details contact Assetinsure's Compliance Manager Assetinsure Pty Ltd, 44 Pitt Street, Sydney or ringing (02) 9251 8055.

If you are not satisfied with the decision of the Internal Dispute Resolution Committee, the matter may be referred to an independent alternative dispute resolution body, the Financial Ombudsman Service (FOS), subject to eligibility.

Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001
1300 78 08 08 (National Toll Free)
Tel: (03) 9613 6300
Fax: (03) 9613 6390

Privacy Policy

Assetinsure is committed to safeguarding and protecting the privacy of personal information. We are bound by the provisions of the Privacy Act 1988 which sets out the standards to be met in the collection, use and disclosure of personal information.

If you require further information about our Privacy Policy, please refer to the detailed information on our website - www.assetinsure.com.au/interest.asp

If you want to access your personal information held by Assetinsure or wish to make a complaint in relation to privacy issues please contact us either electronically: info@assetinsure.com.au or complaints@assetinsure.com.au or at the address shown in this document.

General Insurance Code of Practice

Assetinsure has adopted the General Insurance Code of Practice which stipulates minimum standards of service to our clients. If you would like further information in regard to the Code of Practice please refer to the Code of Practice website - www.codeofpractice.com.au or our own website - www.assetinsure.com.au/interest.asp

C. DECLARATION

On behalf of the Insured, I declare the above answers to be true and correct in every particular and acknowledge that Assetinsure may make its decision on indemnity having regard to these answers.

I consent to Assetinsure using the personal information which I have provided on this form for the purposes of processing this claim. I understand that if I choose not to provide the required details, Assetinsure may not be able to process this claim.

I consent to Assetinsure disclosing my personal information to other insurers, an insurance reference service, or as required by law. I also consent to Assetinsure disclosing my personal information to, and/or collecting information about me, from third parties such as investigators or legal advisers. Where I have provided information about another individual (for example an employee or client), I declare that the individual has or will be made aware of that fact. If you accept this statement, tick the box and complete the fields below.

Name

Date

dd/mm/yyyy