

Claims Procedure

This claim form is to be completed when your insured plate glass has been damaged or broken.

It may be necessary for you to arrange urgent temporary repairs to protect your property.

It is necessary for you to complete all Sections of this claim form. Please answer all parts of the appropriate questions relevant to the type of claim that you are making. If there is insufficient space provided for any information requested or to be supplied, please supply these details on a separate sheet and attach to the claim form.

Attach (or promptly supply) where possible the original repair invoice or quotations with this completed form as well as any notices to the police for any damage as a result of malicious damage or burglary.

On receipt of the above we will assess and administer your claim in accordance with your policy. We will also keep you informed of any other requirements should they be required and we will keep you advised on the progress on the processing of your claim.

If you have any queries on any of the information required on this form, please do not hesitate to contact your authorised representative or broker or Lumley Insurance office.

Privacy

We respect your privacy and we comply with the Privacy Act and the National Privacy Principles. A copy of our Privacy Statement is available at any of our offices or online at www.lumley.com.au

Complaints Procedure

If you do not agree with any decision we make in relation to the policy, please write to us stating what you disagree with and why. We will then resolve or attempt to resolve your complaint immediately, or we will refer the matter to our Internal Dispute Resolution Committee (IDRC).

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

Financial Ombudsman Service (FOS)

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

The Insurance Contracts Act 1984 (as amended) requires you to provide all information which Lumley Insurance may reasonably require, and stipulates that any omission may adversely affect the cover under your policy.

If you would like more information on your duty of disclosure (or any other aspect), please contact your authorised representative, broker or nearest Lumley Insurance office.

NSW	Lumley House, Level 9, 309 Kent Street, Sydney 2000 Suite 19, 50 Glebe Road, The Junction 2291	Phone (02) 9248 1111 Phone (02) 4925 7500	Fax (02) 9248 1122 Fax (02) 4940 0295
VIC	Level 3, 99 King Street, Melbourne 3000	Phone (03) 8627 4333	Fax (03) 8627 4312
ACT	Level 4, 10 Rudd Street, Canberra City 2601	Phone (02) 6279 0333	Fax (02) 6279 0330
TAS	Level 11, 27 Paterson Street, Launceston 7250	Phone (03) 6345 4700	Fax (03) 6345 4711
SA	465 Pulteney Street, Adelaide 5000	Phone (08) 8228 1700	Fax (08) 8228 1775
WA	Level 9, 50 St George's Terrace, Perth 6000	Phone (08) 9220 8222	Fax (08) 9220 8251
QLD	Level 2, 99 Melbourne Street, South Brisbane 4101	Phone (07) 3307 4800	Fax (07) 3307 4899
	Level 5, Northtown Tower, Flinders Mall, Townsville 4810	Phone (07) 4722 6000	Fax (07) 4724 4398
NT	Level 2, Beagle House, 38 Mitchell Street, Darwin 0800	Phone (08) 8946 4600	Fax (08) 8228 1775

Lumley Insurance is a trading name of Wesfarmers General Insurance Limited

Click on the fields to complete online, then print and sign.

OR Print and complete all sections in black or blue pen.

1. Policy Details

Policy number

Claim number

Expiry date (dd/mm/yyyy)

Sum insured

\$

2. Client Details

Insured's name

Address

Suburb

State

Postcode

Phone number (w)

Phone number (h)

Mobile number

Occupation, business or profession

Claim number

Policy number

Goods and Services Tax - to ensure you do not incur any unnecessary GST liabilities on this claim please advise your:

(a) ABN, if applicable

(b) entitlement to an Input Tax Credit in respect of:

(i) Insurance premium % and (ii) the property which is the subject of this claim %

3. Details of Damaged Glass

Location of glass insured

Date of damage (dd/mm/yyyy)

Approx. size of glass damaged

Type of glass

Where was broken glass fitted in premises?

State clearly how the breakage occurred.

If known, name and address of person responsible.

Did the Plate Glass have any other damage before the above incident occurred? If **Yes**, advise details

If the breakage or damage involved malicious persons or burglars advise:

Police station who attended

Police report number

Date (dd/mm/yyyy)

Time

am

pm

Name of police officer

Has the damaged plate glass been replaced? If so, attach original repair account.

Yes

No

Please make payment direct to:

If insured by you, state details of damage and attach original supporting documentation:

Signwriting or ornamentation

Showcase and frames

Damage to stock

Temporary protection

4. Declaration

I/We solemnly and sincerely declare:

1. That the information supplied on this claim form and statement of claim is true in every respect
2. I/We understand that the claim may be refused if information is withheld, false, misleading or concealed
3. That there was no other insurance covering this loss current at the date of this incident
4. I/We acknowledge that this claim form is a legal document and as such may be used in any legal proceedings resulting from this claim.

Signature of insured(s)

Date (dd/mm/yyyy)

Witness

Date (dd/mm/yyyy)