

Residential Builders' Warranty

INSURANCE CLAIM FORM

CLAIM FORM



Insurance Claim Form

PRIVACY STATEMENT

We are committed to safeguarding your privacy and confidentiality of your personal information. We will only collect personal information from you or about you, which is relevant to your insurance policy, assessing and processing claims and use it in a way you would reasonably expect.

The personal information collected may include details personal details, construction details financial information and arrangements.

Without this personal information we may not be able to process your claim.

We, or our authorised agent may disclose your personal information to:

- an investigator, assessor or State or Federal authority (for the purpose of investigating or assessing your application or a claim)
- a lawyer or recovery agent (for the purpose of defending an action or recovering our costs)
- another insurer (for the purpose of seeking recovery or to assist them to assess insurance risk) or a reinsurer
- any insurance reference bureau (for the purpose of recording any claims made upon us under this policy).

Personal information may also be obtained about you from the above people or organisations. In addition, we will:

- give you the opportunity to correct your personal information, or obtain access to it (some restrictions and a fee may apply).
- provide our dispute resolution procedures to you in respect of any complaint you may have regarding your personal information.

Further information can be obtained by contacting our Compliance Manager by telephone (02) 9375 4877 or by fax (02) 9221 1330 or email to compliance.manager@qbe.com

Making a claim

You must make a claim by completing our claim form.

The claim form is available on our website www.qbe.com.au.

In answering any questions you must be honest and tell us everything you know. We will use this information to decide whether to pay a claim.

You must give us any assistance, information or documents which we request. This includes giving us, our nominated builder and your builder, reasonable access to inspect, rectify or complete the work (unless you have reasonable grounds to refuse access).

You must not make any admissions, offer, promise or payment in connection with any claim.

You must comply with your obligations under the policy, otherwise we may not have to pay your claim(s).

Recovery from others

If we pay a claim, we are entitled to be subrogated to your rights to recover against any other party (including the contractor, speculative contractor or kit home supplier, contractor or supplier or a liquidator or administrator or the estate of the contractor, speculative contractor or kit home supplier) to the extent of the amount paid by us.

You must not limit or exclude your rights against a party from whom you might otherwise be able to recover in respect of a loss or damage. If you do, our liability to you is reduced to the extent that we can no longer recover from that other party as a result of your actions.

You must provide us with reasonable assistance to recover damages or contribution from any other person.

Goods and services tax

Despite the other provisions of this policy, our liability to you will be calculated taking into account any input tax credit to which you would have been entitled to for any acquisition which is relevant to your claim.

Unless stated otherwise, all amounts payable by us under this policy and all policy limits are inclusive of GST.

'GST', 'input tax credit' and 'acquisition' have the meaning given under the A New Tax System (Goods and Services Tax) Act.

Please answer all questions.

Section 1. Claimant/s Details

QBE Policy Number

Owner Details *(as per certificate of title)*

Postal Address

 State Postcode

Telephone

Mobile

Telephone - Work

Facsimile

Section 2. Address of Residential Building Work *(the subject of the claim)*

Unit Number

Lot Number

Street Number

Street Name

 State Postcode

Section 3. Are you Registered for GST Purposes?

Are you registered for GST purposes?
(If yes, please complete all of Section 3 of this form) (If no, please proceed to Section 4 of this form)

Yes No

ABN

Are you entitled to claim an input tax credit on the GST component of any claim made under this policy?

Yes No

Are you entitled to claim an input tax credit for repairs or replacements on residential building work that has been damaged?

Yes No

Are you entitled to claim only a partial input tax credit? Yes No If yes, please specify the percentage

 %

Where payment is made under this policy, it will be calculated taking into account any input tax credit to which you would have been entitled to for any acquisition which is relevant to your claim.

You must tell us if you were entitled to claim an input tax credit at the time of making a claim under the policy. If you do not provide us with this information we may deduct up to 1/11th of the amount otherwise payable in the settlement of your claim.

Section 5. Building Contract Details *(continued)*

8. How much money is outstanding under the building contract?

\$

Due Date for Payment

/ /

Reasons for Non Payment

9. Did **you** or **your** architect, building designer, engineer provide any of the following:

Plans

Yes

No

Specifications

Yes

No

10. What date was the Occupancy Permit/Final Inspection issued?

/ /

11. When did you first occupy the dwelling?

/ /

Section 6. Purchase of a Completed Dwelling

1. Did you purchase a completed dwelling from:

Builder Name

Yes

No

Name

Owner Builder

Yes

No

Name

Previous Owner

Yes

No

Name

2. What was the date of the contract of sale?

/ /

3. What was the purchase price?

\$

4. Were you aware of any of the defects in the building works before purchase?

Yes

No

If yes, please provide details

5. Did you obtain or purchase a 'Pre-Purchase' inspection report?

Yes

No

Note: Please provide a copy of the Contract of Sale and any Pre-Purchase inspection reports

Section 7. Disputes and Complaints

1. When did you first become aware of the defective or incomplete work?

/ /

2. Have you notified the Builder or Owner Builder of the defective or incomplete work?

Yes

No

Please provide the following information including verbal and written notification dates, detail of complaint etc.

(please provide a copy of all correspondence between you and the builder regarding any disputes and/or complaints)

3. Has there been previously or is there currently any legal action in process before a court or tribunal? Yes No

Please provide detail of any settlement, judgement or awards granted by the court or a tribunal.

Section 8. Full Details of the Claim

Please complete the Table below outlining the following:

- The date the item was first noticed or when you became aware of it.
- All of the individual items subject to your claim
- The perceived cause of the claimed item
- The estimated cost to fix the claimed item

Claim Details

Date First Noticed	Claim Item	Cause	Cost
			\$
			\$
			\$
			\$
			\$
			\$
			\$
			\$
			\$
			\$

List any additional items on a separate sheet

Section 9. Declaration

This declaration must be signed by each of the claimants and/or all of the owners of the property.

I/We confirm that the information contained in this application is true and correct and that no information has been withheld from the insurer.

I/We acknowledge that QBE reserves the right to reject any claim.

I/We acknowledge that QBE may seek additional information from me/us as required in order to assess the claim.

I/We have read and understood the Privacy Statement outlined in this claim form.

I/We acknowledge that we have not negotiated or settled a claim, incurred any expenses without notifying QBE in writing.

This does not include Emergency repairs in order to prevent further damages which may be carried out immediately.

Declared by all Applicants/Owners of the property:

Signed

Date

 / /

Print name

Declared by all Applicants/Owners of the property:

Signed

Date

 / /

Print name

Declared by all Applicants/Owners of the property:

Signed

Date

 / /

Print name

