

COMMERCIAL PROPERTY INSURANCE CLAIM FORM

1 Important notices

- **Claims for less than or equal to AUD\$25,000 may be eligible for Fast Track Claims (see below for details).**
- **All Liberty International Underwriters (LIU) commercial property cover includes the benefit of access to Red24 crisis management services** (see below for details).
- We will always contact you as soon as possible about your claim.
- We will review your claim before authorising and paying for repairs. If you need to undertake urgent repairs to prevent further loss, damage or risk of injury before we have reviewed your claim then you are entitled to do so, however please be aware that LIU is still required to assess your claim.
- If possible, retain any damaged items, as we may need to inspect them before settling your claim.
- Where property that has been lost or damaged is not available for inspection, please provide proof of purchase, where possible.
- Please attach an original quotation for repair or replacement of items. Quotations for replacement must be for property of equivalent style and quality to that which was lost, damaged or stolen.
- We may appoint a loss adjustor or investigator or contact you for more information.
- **Do not accept any offers of settlement without first contacting LIU.**

Fast track claims

Any claims estimated to be **less than or equal to AUD\$25,000** may be eligible for fast tracking. We aim to settle fast-track claims in 24-48 hours, although some settlements may take longer, depending on the circumstances and the information we need.

To make a Fast Track Claim, you will need to supply all of the following:

- completed LIU Claim Form
- bill of lading/air waybill/consignment note (where applicable)
- copy of original purchase invoice for damaged/lost item
- photos/proof of damage
- repair/replacement quote or invoices (a second quote may be requested in certain cases)
- bank details.

Please note: Settlement may be delayed if the above documents are not provided at the time of the initial claims notification, or if we need more information to assess your claim.

Public Relations service

As part of its Commercial Property product, LIU offers clients access to the expertise of red24, a specialist Crisis Management Service.

After a loss, red24 can help the insured:

- respond to media, political and/or regulatory inquiries;
- prepare press releases or media statements; and
- coordinate, prepare and disseminate information externally.

LIU agrees to pay red24 fees and expenses:

- to a maximum of AUD\$2,500 prior to the communication of LIU's decision on indemnity; and
- to a maximum of AUD\$25,000 for any one claim or AUD\$50,000 in the insurance period, if LIU confirms that indemnity is available.

To benefit from the red24 endorsement, the insured must:

- engage red24 within 28 days of any damage occurring to which the endorsement applies, or is likely to apply; and
- notify LIU within 24 hours of first contacting red24.

Important contact details:

- Contact red24 on +61 2 8520 3649 www.red.com (24 hours a day, 7 days per week).
- Contact LIU: Nana Yeboah on +61 2 8298 5803 nana.yeboah@libertyIU.com or Peter Cross +61 2 8298 5886 peter.cross@libertyIU.com (during business hours).

Need more information about claims?

If you need more information about how your claim will be handled, please refer to your policy booklet or contact your local LIU office.

Liberty International Underwriters ("LIU") is committed to achieving the highest level of client service and satisfaction.

If you are dissatisfied with the way in which your claim is handled or the service that you receive, please tell us. To ensure that we can respond to your concerns, LIU has established an internal Claims Dispute Resolution Process by which we strive to resolve any client complaints in a fair, open and timely manner.

2 Personal information

Please note: The GST information in Questions 2 and 4 of the claim form is mandatory.

Policy number (this is on your Schedule)

Expiry date

Insured (Surname, company or partnership)

Given name(s) of insured

Contact person (Company or partnership claims)

Occupation

Are you registered for GST purposes?

No Yes

What is your ABN?

Have you claimed or do you intend to claim an input tax credit on the GST applicable to this policy?

No Yes

Is the amount of any input tax credit you have claimed (or intend to claim) less than 100% of the GST that was applied to your policy premium?

No Yes

If "YES", specify the percentage amount claimed or intended to be claimed

%

Address

Suburb

State

Postcode

Private telephone number

Business telephone number

3 Claim details

When did the loss, theft or damage happen?

Date

Time

AM

PM

Please describe how the loss, theft or damaged occurred:

Address where loss, theft or damage happened:

Suburb State Postcode

Are you the only occupier of your premises? No Yes

If "No" please give details:

Who discovered the loss, theft or damage?

Name Date Time

Do you know who is responsible for the loss or theft of, or damage to your property? No Yes

Name(s), address(es) and any other information about the person(s) responsible:

Were there any witnesses to the loss, theft or damage? No Yes

Witness 1 Name

Telephone Number

Address

Postcode

Witness 2 Name

Telephone Number

Address

Postcode

Were your premises broken into? No Yes

Were the premises securely locked? No Yes

How was entry gained? (E.g. window broken, door forced)

Have steps been taken to improve the security of your premises?

**You must report any loss, theft or vandalism of property to the police.
We may need to apply to the police for a copy of this report.**

Name of police station where you reported the loss, theft or damage:

Name of police officer

Police offence report number

Date reported

4 Item(s) detail

Please provide details of your lost, stolen or damaged property:

Item No.	Describe fully each item lost, stolen or damaged	Owner of the item	Name & address of the person/company from whom the item was received or purchased, if known	Month/year received or purchased	Purchase price \$	Input tax credit you can claim on the repair or replacement of these items as a % of the total GST payable.	Amount claimed \$
1							
2							
3							
4							
5							

Total \$ _____

If you need additional space, please attach a separate piece of paper describing each item.

Is the property repairable?

Yes Attach a quote for the repairs. No Attach original receipts, valuations, a quote for replacement or certification from an authorised repairer that the item is irreparable.

Do you owe money on the lost, stolen or damaged property?

No Yes

Lender's name

Approximate amount owing

Address

Have you been charged with, or convicted of, any criminal offence in the last 10 years?

No Yes Please provide details:

5 Bank details

Please provide your account details below to ensure a prompt settlement if your claim is accepted.

Account name

Bank name

Account number

BSB number

6 Declaration

I declare that to the best of my knowledge and belief the information in this form is true and correct and I have not withheld any relevant information.

I consent to LIU 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, LIU may not be able to process my claim.

* I consent to LIU disclosing my personal information to other insurers, an insurance reference service or as required by law. I consent to LIU also disclosing my personal information to and/or collecting additional information about me, from investigators or legal advisers.

Signature of insured or person with authority
To sign for and on behalf of a company or partnership

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* This consent only applies when a claim is submitted in relation to a policy issued to the individual, not a company or business.

Privacy Notice

Liberty International Underwriters (LIU) is a trading name of Liberty Mutual Insurance Company, which is a company incorporated in the United States. It is a member of Boston-based Liberty Mutual Group (LMG). LIU Australia's head office contact details are:

Address: Locked Bag 18, Royal Exchange NSW 1225, Australia
Phone: +61 2 8298 5800

LIU is bound by the Privacy Act 1988 (Cth) and its associated Australian Privacy Principles when it collects and handles your personal information.

LIU collects personal information, including from insurance brokers, in order to provide its services and products, manage claims and for purposes ancillary to its business. LIU passes it to third parties involved in this process such as LIU's related companies, reinsurers, agents, loss adjusters and other service providers. We may store your information with third party cloud or other types of networked or electronic storage providers. Third parties may be located locally or overseas in the United States, Canada, United Kingdom, Singapore, Hong Kong and Malaysia. Your information may be transferred to countries without comparable privacy laws if it is reasonably necessary to provide you with the products or services you seek from LIU. If you do not provide the personal information LIU or other relevant third parties require to offer you specific products or services, LIU may not be able to provide the appropriate type or level of service.

If you wish to gain access to or correct your personal information, make a privacy complaint, or if you have any query about how LIU collects or handles your personal information please write to LIU's Privacy Officer at the address above or by emailing: privacy.officer.ap@libertyiu.com. To obtain a copy of LIU's Privacy Policy go to LIU's website (www.liuaustralia.com.au) or request a copy from LIU's Privacy Officer.

When you give LIU personal or sensitive information about other individuals, LIU relies on you to provide its Privacy Notice to them. If you have not done this, you must tell LIU before you provide the relevant data.

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