

## PROPERTY CLAIM FORM

- The information contained in the claim form and any other related documentation provided to us is confidential and has been provided for the consent of 'about Underwriting' to obtain legal advice in relation to the claim or circumstance(s) notified herein.
- The claim form is to be signed by a Partner, Principal or Director of the Insured.
- All questions must be answered as fully as possible.
- If you have any questions when completing this claim form please contact your insurance broker for guidance.
- No admission of liability or offer of settlement should be made without our consent.

### Privacy

About Underwriting value the privacy of your personal information and we will ensure the handling of your personal information is dealt with in accordance with the *Privacy Act 1988* (Cth) (the Act) and the relevant Australian Privacy Principles. Our full privacy policy can be accessed at [aboutunderwriting.com.au](http://aboutunderwriting.com.au)

When we provide insurance products and/or services, we ask you for the personal information we need to assess applications for insurance policies, to administer and manage insurance policies and to investigate and handle claims. This can include a broad range of information ranging from your name, date of birth, address and contact details to other information about your personal affairs including your profession, financial affairs including financial statements, any criminal convictions or claims.

We may need to disclose personal information that you provide us to contractors, coinsureds, insurers and underwriters (who may be located overseas), lawyers, claims adjusters and others engaged by About Underwriting to enable them to administer policies or handle claims. Regardless of the information shared, we will take all reasonable steps to ensure that the above parties protect your information in the same way that we do.

Our Privacy Policy shown in the above link contains information about how you can access the information we hold about you, ask us to correct it, or make a privacy related complaint. You can obtain a copy from our Privacy Officer by emailing to [privacy@aboutunderwriting.com.au](mailto:privacy@aboutunderwriting.com.au)

### Consent

By visiting any of our websites, online quotation systems, applying for, renewing or using any of our products or services you agree to your information being collected, held, used and disclosed as set out in our Privacy Policy.



### **Complaints or Disputes**

If you wish to make a complaint about our products or services, or a Privacy breach, you can contact us at [complaints@aboutunderwriting.com.au](mailto:complaints@aboutunderwriting.com.au) or [privacy@aboutunderwriting.com.au](mailto:privacy@aboutunderwriting.com.au). Please refer to our complaints & disputes process detailed at [aboutunderwriting.com.au](http://aboutunderwriting.com.au)

If this does not resolve the matter or you are not satisfied with the way a complaint has been dealt with, you should contact:

Lloyd's Underwriters' General Representative in Australia  
Suite 1603 Level 16, 1 Macquarie Place  
Sydney NSW 2000  
Telephone Number: (02) 8298 0783  
Email: [ldraustralia@lloyds.com](mailto:ldraustralia@lloyds.com)

who will refer your dispute to the Complaints team at Lloyd's.

Complaints that cannot be resolved may be escalated to an independent dispute resolution body; Australian Financial Complaints Authority (AFCA). This external dispute resolution body has the ability to make decisions of which About Underwriting are obliged to comply.

Contact details are:

#### **Australian Financial Complaints Authority**

**Phone: 1800 931 678**

**Email: [info@afca.org.au](mailto:info@afca.org.au)**

**Internet: <http://www.afca.org.au>**

**GPO Box 3, Melbourne, VIC 3000**

## DETAILS OF THE INSURED

Named Insured:

Insured Address:

Occupation:

ABN:

Input Tax Credit:

Broker:

Broker Contact Person:

Broker Telephone:

## POLICY DETAILS

Policy Number:

Policy Period:

## GENERAL INFORMATION

Location of incident (address):

Date & Time

Date:

Time:

AM/PM

Please provide a description of the incident:

# about | UNDERWRITING

Who discovered the incident:

First name:

Last name:

Position/Occupation:

Name of Witnesses if any:

Please provide details of the Incident:

Did Emergency Services attend the incident?

If Yes, please attach copy of report:

Have you implemented any actions or measures due to the incident? If so, please describe:

At the time of the event, was any other insurance cover in force relevant to the event you are claiming for?

If yes, please provide details

Name of Insurer:

Policy Details:

Please detail any other actions you have taken to recover or reduce your loss:

Theft/Burglary





**DECLARATION**

I, Full Name:

Position:

Of the Insured and on behalf of the Insured declare the above answers to be true and correct and acknowledge that **about** Underwriting may make its decision on indemnity having regard to these answers.

Your Signature:

Date:



**Melbourne**

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