



Liability Claim Form

HOW TO GET QUICK ACTION ON YOUR CLAIM

1. Complete the attached form and return to our office. Please complete all questions to prevent any processing delays. If an assessor is appointed, give them the forms.
2. Attach all **original** quotations or invoices obtained for replacement of or repair to the damaged or missing property.
3. Attach **original** valuations and receipt of purchase whenever possible.
4. Advise the Police immediately in the event of loss by burglary, housebreaking, theft, suspected malicious damage. Also make sure the premises are secure to avoid further incidents.
5. Attach any letter of demand or other correspondence that you may receive from any Third Party. Forward any communications to our office immediately.
6. Do not make any admission of liability for loss or damage caused by you to a Third Parties. If anyone holds you responsible for their damage/accident/injury, insist on their claim in writing.

NB: Do not authorise your own repairs, unless it has been instructed by your Broker, Assessor or Insurer

WHAT WE WILL DO - IF THE PAPERWORK IS CORRECT AND COMPLETE:-

- Submit the claim form to the Insurer
- Provide assistance &/or advice when required
- We can follow up the claim when necessary until the claim is finalised, however, please feel free to call at any time

WHAT AN ASSESSOR WILL DO:-

- An assessor is an independent person who is appointed by the Insurer for their expertise in helping you finalise a larger or more difficult claim
- They will interview and obtain details of loss and arrange for quotes and prepare the necessary paperwork
- The assessor is your contact point
- The assessor will write a report to the Insurer recommending a course of action
- This can take time depending on their work load and Police Reports
- The Insurer will not act until these reports are received and although not bound by the assessor recommendations, the Insurers usually accept these reports.
- If you are unhappy with any aspect of the claim, advise the assessor. If he is unable to correct the problem then contact us immediately. We will not know of any problem without being advised.
- If you are unhappy with the assessor's responses, contact us immediately.

LIABILITY CLAIM FORM

Note: This form must be completed by the policyholder NOT the injured party.
To be completed when accident causes damage to property or injury to a member of the public.

1. Details Of Policyholder

Name & Address of Policyholder	Occupation or Trade Telephone Nos: B/H (.....) A/H (.....)
Insurer:	Policy No:
Expiry Date: / /	

2. Details Of Accident / Injury

Date of accident	/ /20	Time of accident	am/pm
Was there any personal injury? If yes, please state: (i) name(s) and address(es) of injured persons:	Yes <input type="checkbox"/> No <input type="checkbox"/> 1.Postcode..... 2.Postcode..... 3.Postcode.....		
(ii) nature and extent of injuries:	1. 2. 3.		
(iii) name of doctor and/or hospital (if applicable)		
Was any third party property damaged? If yes, please state (i) name(s) and address(es) of owner(s):	Yes <input type="checkbox"/> No <input type="checkbox"/> 1.Postcode..... 2.Postcode.....		
(ii) nature and extent of damage:	1. 2.		
Is the third party: (i) an employee of the policyholder? (ii) an employee of a sub-contractor? (iii) a member of the policyholder's family? (iv) ordinarily resident in the policyholder's home?	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>		
Has the claim been intimated: (i) verbally?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, to whom?)		
(ii) in writing?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please attach correspondence)		

YOUR PRIVACY

The Privacy Act 1988 requires Country Wide Insurance Brokers to make the following disclosure before collecting personal information about you after 21 December 2001:

- ◆ Country Wide Insurance Brokers collects personal information in order to provide its various services which include insurance broking, claims management, risk management consultancy, underwriting management, and reinsurance.
- ◆ If the personal information Country Wide Insurance Brokers requests from you is not provided, Country Wide Insurance Brokers or any involved third party may not be able to provide the appropriate services.
- ◆ Country Wide Insurance Brokers discloses personal information to third parties who are involved in the provision of our services. For example, in arranging and managing your insurance needs Country Wide Insurance Brokers may provide information (including sensitive information such as health information) to insurers, reinsurers, other insurance intermediaries, its advisors such as loss adjusters, lawyers and accountants, and other parties involved in the claims handling process. By signing this form and continuing to deal with us, you confirm on your behalf and/or on behalf of those you represent consent to Country Wide Insurance Brokers and these parties collecting, using and disclosing personal and sensitive information about you.
- ◆ Country Wide Insurance Brokers has a duty to maintain the confidentiality of its client's affairs which includes their personal information. Our duty of confidentiality applies except where disclosure of your personal information is with your consent or required by law.
- ◆ Country Wide Insurance Brokers may make use of your personal information to provide you with information about its products and services.

Further details on the Country Wide Insurance Brokers Privacy Policy are on our website: www.cwib.com.au

Contact us

Simply contact the Country Wide Insurance Brokers Privacy Officer on the details below if you would like to:

- ◆ Access the personal information Country Wide Insurance Brokers hold about you
- ◆ Update or correct the information Country Wide Insurance Brokers holds about you
- ◆ Discuss your privacy concerns
- ◆ Be removed from the mailing list to receive information about Country Wide Insurance Brokers' other products and services

Privacy Officer

Country Wide Insurance Brokers

E-mail info@cwib.com.au
Telephone: 08 94726622
Fax: 08 94726633