PROPERTY INSURANCE CLAIM REPORT



ABOUT YOUR CLAIM

- Most policies allow for replacement of property with the nearest equivalent available or a cash settlement. Valuation figures and sums insured for jewellery and some other items are not agreed cash settlement amounts. They are maximum limits on the amount which may be claimed. Claims for jewellery and some other items are usually settled by replacement. We will advise you how we will settle your claim.
- We will contact you as quickly as possible about your claim.
- For many claims we will check the circumstances and damage before we authorise and pay for repairs.
- We may appoint a loss adjuster or investigator or contact you for more information.
- Please ensure you answer the GST questions at Q. 3 & Q. 14.

DO NOT AUTHORISE REPAIRS YOURSELF

- If possible, retain any damaged items, as we may need to inspect them before settling your claim.
- If possible, please attach proof of purchase, for each item being claimed e.g. receipt, invoice, bank/credit card statement, photo of the items, manual etc.
- Please refer to your policy booklet for more information about how your claim will be handled.
- If you have any questions about your claim, please contact your CGU Insurance office. CGU Insurance on 13 24 80 (13 CGU 0).

HOW YOU CAN RESOLVE A DISPUTE WITH US

Our dispute resolution system is free and works like this:

- 1. Please advise the staff at your CGU Insurance office on 13 24 80 if you are dissatisfied with:
 - our decision on your claim,
 - our handling of your claim,
 - the services of our loss adjuster or investigator.
- 2. The staff member will try to resolve the problem.
- 3. If unable to resolve it, the staff member will refer it to the supervisor or manager for attention. A decision concerning your complaint will be made within 15 business days of receipt.
- 4. If this fails to resolve your problem, you may request that the problem be referred to our internal dispute resolution staff. They will investigate the dispute and try to reach a satisfactory outcome with you, normally within 15 business days of the date you requested a referral.
- 5. If you do not accept our decision, you may take the problem to the Financial Ombudsman Service (FOS), for an independent investigation. The FOS can assist with private consumer and some small business type claims.

The telephone number for the Financial Ombudsman Service is 1300 780 808.

More detailed information about this process is available from your CGU Insurance office.



PROPERTY INSURANCE CLAIM REPORT

This form is for making claims for lost, stolen or damaged property. If your claim is for a motor vehicle, personal injury or illness or machinery, or if it is a claim on a travel policy, you need a different form. Ask our agent, your broker or your CGU Insurance office for the right one.

Please answer all questions. This will help us process your claim quickly.

If you need more space to answer any of the questions, please use a separate sheet of paper. Any attachments will form part of this claim report and the declaration will include them.

1.	Policy number (from your schedule) Expiry date D D / M M / Y Y								
2.	Insured (surname, company, partnership)								
	Given name(s) of insured		Contac	t persoi	n (for co	ompany or partnership clain	ns)		
3.	Address								
4.	Private telephone no. Business telephone	ne r	10.				Postcode		
	Email address								
5.	5. 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 claimed or intended to be claimed less than 100% of the Gapplicable to the premium?	o ST	No	Y	es	Specify the percentage amount claimed or intento be claimed	nded		%
	Are you entitled to claim an input tax credit for repairs or replacement of the damaged item(s)?								
	No Yes Is the amount claimable less than 100	D%?	P No	Y	es	Specify the percentage of	claimable		%
6.	When did the loss, theft or damage happen?					,			
	DD/MM/YY Time a.m.		p.m.						
7.	Please describe what happened.								

Are you the only occupier of your premises? Yes No Please give details							
Yes No Please give details							
9. Who discovered the loss, theft or damage?							
Name Date Time							
lacksquare							
10. Do you know who is responsible for the loss or theft of, or damage to your property?							
No Yes Names(s), address(es) and any other information about the person(s) responsible							
11. Were there any witnesses to the loss, theft or damage?							
No Yes Name of witness Telephone no.							
Address							
Postcode							
Name of witness Telephone no.							
Address							
Postcode							
12. Were your premises broken into?							
No Yes When were the premises last occupied?							
Date Time							
\square \square / M M / Y Y a.m. p.m.							
Were the premises securely locked?							
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.							
We may need to apply to the police for a copy of this report.							
We may need to apply to the police for a copy of this report. 13. Name of police station where you reported it Name of police officer							
We may need to apply to the police for a copy of this report.							
We may need to apply to the police for a copy of this report. 13. Name of police station where you reported it Police offence report no. Date reported Date reported							
We may need to apply to the police for a copy of this report. 13. Name of police station where you reported it Name of police officer							

	Description of items						
Item No.	Describe fully each item lost, stolen or damaged	Owner of the item	Name and address of 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 \$
			and additional anges, places attach a list doce			Total	

If you need additional space, please attach a list describing each item.

Total \$

15. Is the property repairable?								
Yes would you like CGU to allocate a repairer/supplier	Yes							
	No Att	tach a quote for the rep	pairs					
No Attach original receipts, valuations, quote for replacem								
16. Do you owe money on the property lost, stolen or damaged?								
No Yes Lender's name			Approximate amount owing					
			\$					
Address			Ť					
1 001 000			Postcode					
17. Some of the property lost, stolen or damaged may be covered	under other polic	cies, including health in						
Please list any other insurance you have which might cover the								
Name of the insurer	Policy no.		Type of insurance					
Address								
			Postcode					
18. Have you had any previous losses or made any claims for loss, whether you claimed for them or not?	, theft or damage	on any insurer in the p	past five years,					
	Value	Date of loss	Insurer					
	Φ							
	\$							
	\$							
	\$							
	\$							
	\$							
	\$							
	\$							
19. Has any insurer refused or cancelled cover or required special	terms to insure yo	ou?						
No Yes Tell us what happened								
20. Have you been charged with, or convicted of, any criminal offence in the last 10 years?								
No Yes State details								

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/we agree that, by submitting this form, the personal information I/we provide to CGU Insurance Limited in this form or otherwise may be collected, held, used and disclosed in the manner set out in the CGU Privacy Policy found at www.cgu.com.au/privacy, including for processing this claim.

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

Date

DD/MM/YY

Please indicate the number of additional pages attached to this claim report

When complete, please forward the report to:
Email - claims@cgu.com.au
Post - CGU Insurance, GPO Box 2852 MELBOURNE VIC 3001
or send it to us via your Agent or Broker
Alternatively, claims can be lodged over the telephone 24 hours a day,
7 days a week by calling us on 13 24 80 (13 CGU 0)

CONTACT DETAILS

Enquiries 13 24 81 13 24 80 Claims

Mailing address

GPO Box 9902 in your capital city

388 George Street Sydney NSW 2000

46 Colin Street West Perth WA 6005

Melbourne

181 William Street Melbourne VIC 3000 Adelaide

80 Flinders Street Adelaide SA 5000

189 Grey Street South Bank QLD 4101



CGU.COM.AU

