

Client Q and A

1. Form security. Is it OK for all the different people involved with the form completion to see each other's details? I.e. maintenance person seeing pilot or operator details, or vice versa?

Thinking about it, we should limit the view to the maintenance provider to only the contact details, Helicopter details (move the registration to the top followed by Type and model)

2. Signature Handling. Have you given any thought to this? I have seen some online forms have a declaration

I am happy to go with a standard online format.

3. Where entering your name and ticking a box constitutes a legal signature. Is this kind of thing acceptable in your industry?

Yes it should be fine.

4. Can you please provide the templates for the reports and I believe you said there was still one claim form to send through to us.

I will send them through shortly – I need to make the UAV claim form as will. I will also send through copies of our release and discharge forms which we used when we arrange payments from the Insurers to various parties. We use the Form of Interim Release and Discharge for partial payments and Form of Release and Discharge for full and final payments. We also have Liability Release forms as will.

5. Who completes the damage block?

The aircraft damage block can stay with the Insured to complete. Can you add a prompt for the Insured to add damage photos if he has them, and the option to add comments for each photo if he wishes.

6. Is the repair person the maintenance engineer?

The maintenance provider in 70%+ of claims is the repairer. I normally talk with them directly and discuss the process to supply a repair estimate etc.

7. Who completes the declaration?

We can removed the signature block under the "Circumstances of the incident" and have only one declaration to be completed by the Insured.

8. Do you assign the claim number or is that the insurance provider? If it is you do you just increment the number each time?

I can enter the ACL file number also we will need a field for the Insurers claim file number. Sometimes we will receive two insurers file reference numbers if the policy is split 50/50 between two insurers.

Our ACL file numbers have a NZ Year and number NZ17xxx.

9. Is the policy number in the "Insurance Details Section" of the claim forms a unique number that is separate from the insurers' reference number(s) that you mentioned in our last email? And if there are 2 insurers there is still only 1 policy number?

The policy number is a unique number which should be noted on the policy documents provided by the Insurer. (In saying this, sometimes we do not receive one and we enter TBA) In this case we will normally receive a claim file number from the Insurer. Normally there is only one policy number for 95% of instructions/claims. 5% of instructions/claims there are two policy numbers which are normally split 50/50 between the two insurers. There is always a lead insurer so we could have a reference for the lead Insurer Policy number and File/Claim reference number and then a dropdown tab we can enter any additional policy and or Claim/File numbers?

10. Do SUVs have a registration number? And should they be treated as aircraft?

Good point No registration for SUV's they are tracked by make and model, and serial number. They should remain as SUVs and not piloted aircraft.

11. If there are 2 policies will they always be through the same broker?

Yes

12. Do you want us to bring the SUV sample form in line with your other forms in terms of the required fields? - **Yes please** For example, the SUV has policy holder address and website fields that aren't on your other forms. **No need for these additional fields.**

13. We have a few more questions and would like to have a conference call to discuss.
How are you placed on Tuesday at 10:30am? We will call your mobile.

At this stage I have no travel plans for Tuesday morning should be ok.

Questions about the SUV form...

1. Do you need to know the hire charges?- **no**
2. Do you need to know the equipment value? (there is already equipment sum insured in the insurance section) – **no**
3. Could there be multiple items of equipment from the same category? I.e. (2 x equipment owned by you, or 2 x hired in equipment). - **no**

Other general questions...

1. Personal injury details; do you need name / contact details and injury suffered? Or just broken this, sprained that, with no personal details? – **Yes we do need the name and personal contact details along with the injury.**
2. For contact people, pilots, crew/ passengers, third party owners, witnesses, third party injuries, do you require full names and contact details for these people? – **Yes please**
3. Roughly how many claims do you process a year? – **I average about 75 claims a year.**

1. On the claim forms where it mentions a maintenance type of

Scheduled

Non scheduled

In / out of phase

Can there be only 1 of these options possible from the 4? Or could there be for example an in phase and scheduled at the same time?

Would it be possible to have a field (Maintenance) and a dropdown scroll for the insured to choose either Scheduled, Non scheduled, Out of phase.

2. Do you only need info about injuries to crew / passengers or info also about injuries to people not considered to be crew or passengers?

We only need to know the injuries for crew and passengers if injured.