

Claim Form

General Products & Public Liability

General Guidelines

- To submit your claim, please email a completed claim form to claims@protecsure.com.au.
- All sections of the claim form are required to be completed, with as much detail as possible, and signed by the Insured or their representative.
- We will contact the claimant on your behalf throughout the claim.

Documents required to process your claim

- Any written contract in place between you and the claimant.
- Any supporting documentation with respect to costs and letters of demand.
- Any details of the claimant's Insurer, Solicitor or representative.
- Assessment of your claim may require further information and/or documentation.

Section 1: Insured and Broker details

Insured details

Name of policyholder
Address
Policy number
Contact name
GST Registered?
Business occupation

		ABN	
		Contact number	
		Input tax credit (%)	

Broker details

Name
Email address

	Contact Number	
	Reference	

Section 2: Incident details

Type of incident ☐ Property damage ☐ Personal injury ☐ Advertising injury

Date work performed

Time (am/pm)

Date reported to you

Time (am/pm)

Location

Description of incident

Description of damage and/or injuries suffered

Who do you consider at fault?

What work were you retained or contracted to do?

How was your retainer or contract confirmed? If in writing, please supply contract.

Section 3: Details of party bringing a claim against you

Full name		Relationship to you	
Address			
Contact number		Email address	

What are the estimated costs of damages? Please supply any supporting documentation provided to you.

Witnesses

Full name		Relationship to you	
Address			
Contact number		Email address	

Full name		Relationship to you	
Address			
Contact number		Email address	

Section 4: General comments

Are there any additional comments you wish to add with respect to this incident?

Have you made any payments to the claimant with respect to this incident?

Section 5: Settlement details

Please supply your bank account particulars for any settlement/reimbursement payments of accepted claims.

Account Name		Account number	
BSB		Email address	

Section 6: Declaration

I/We acknowledge that I/We have read and understood the Privacy Policy Statement at www.protecsure.com.au and consent to the collection, storage, use and disclosure of my/our personal and sensitive information so that Protecsure, as agent for Chubb will be able to process my/our claim.

I/We the Insured do solemnly and sincerely declare that I/we have complied with the conditions and warranties (if any) of the Policy and in no manner deliberately caused the said loss or damage or sought unjustly to benefit thereby by any fraud or wilful misrepresentation and that the information shown on this form is true and that I/we have not concealed any information relating to this claim.

Further, it is understood and agreed that if any property claimed for is subsequently recovered in an undamaged condition I/We will immediately refund the Company any sum which may have been paid to me/us in respect to such property. In the event of any property being recovered in damaged conditions I/We will immediately hand the same over to the company for disposal as may be agreed.

Signature		Print Name	
Date		Position	

General Insurance Code of Practice

Protecsure Pty Ltd subscribes to the General Insurance Code of Practice.

The General Insurance Code of Practice sets out the standards that general insurers must meet when providing services to their customers, such as being open, fair and honest. It also sets out timeframes for insurers to respond to claims, complaints and requests for information from customers. The Code is monitored by the Code Governance Committee (the Committee). The Australian Financial Complaints Authority (AFCA) provides Code monitoring and administration services to the Committee. AFCA has appointed a dedicated team of staff (the Code team) within its office to undertake that task.

The Code is intended to be a positive influence across all aspects of the general insurance industry including product disclosure, claims handling and investigations, relationships with people who are experiencing vulnerability, and reporting obligations.

How Protecsure obtains your personal information

Protecsure collect Your Personal Information (which may include sensitive information) at various points including but not limited to when You are applying for, changing, or renewing an insurance policy with Protecsure or when Protecsure are processing a claim. Personal Information is usually obtained directly from You but sometimes via a third party such as an insurance intermediary or Your employer (e.g., in the case of a group insurance policy). Please refer to Our Privacy Policy for further details.

When information is provided to Us via a third party, Protecsure use that information on the basis that You have consented or would reasonably expect Us to collect Your Personal Information in this way. Protecsure take reasonable steps to ensure that You have been made aware of how Protecsure handle Your Personal Information.

When does Protecsure disclose your personal information?

Protecsure may disclose the information Protecsure collect to third parties, including service providers engaged by Us to carry out certain business activities on Our behalf (such as claims assessors and call centres in Australia). Where access to Our products has been facilitated through a third party (for example: insurance broker, online marketing agency, etc) Protecsure may also share Your information with that third party.

We may disclose the information We collect the third parties with whom We (or the Chubb Group of Companies) have sub-contracted to provide a specific service for Us, which may be located outside of Australia (such as in the Philippines or USA). These entities and their locations may change from time-to-time. Please contact Us, if You would like a full list of the countries in which these third parties are located.

In the circumstances where We disclose Personal information to the Chubb Group of Companies, third parties or third parties located outside Australia, we take steps to protect Personal Information against unauthorised disclosure, misuse, or loss.