

Claim Form

Accidental Damage | Accidental Loss | Theft

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.
- It is important that you do not dispose of your equipment, and it is made available upon request.

Documents required to process your claim

- **Damage report** outlining the cause and extent of damage.
- For **specified items**, the make model and serial numbers are to be stipulated in the damage report.
- **Proof of ownership**. This may include receipts, invoices and depreciation schedules.
- **Quote** for repair or replacement.
- 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		ABN	
Contact name		Contact number	
GST Registered?		Input tax credit (%)	

Broker details

Name		Contact number	
Email address		Reference	

Do you hold any other insurance policies that would cover the damaged equipment? If yes, please advise.

Have you had any other equipment or liability claims in the past 3 years? If yes, please advise.

Section 2: Incident details

Type of incident	<input type="checkbox"/> Accidental damage <input type="checkbox"/> Accidental loss <input type="checkbox"/> Theft		
Date		Time (am/pm)	
Location			
Description of incident			
Description of damage			

Who do you consider at fault? If another party, please supply any available contact details.

Section 3: Damaged items

Are you the sole owner of the claimed equipment? If No, please provide details of the owners or part owners, and advise your relationship to them.

Full description of item (make, model, age)	Sum insured	Amount claimed	Details of loss or damage

A separate loss schedule may be supplied for additional items.

Section 4: Accidental Loss and Theft only

Police Notification

Police station	<input type="text"/>	Date and time	<input type="text"/>
Event / report number	<input type="text"/>	Full name of reporting party	<input type="text"/>

Where did the loss take place?

Who was in possession of the equipment at the time of the incident?

What actions were taken to recover the equipment?

For Theft only

Were the premises/vehicle securely locked? If yes, how do you believe access was gained?

If claiming for Tradesmen Tools, please comment on *Forcible and Violent Entry*, and supply supporting information. This may include photos of damage caused by the offender.

Section 5: Settlement details

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

Account name	<input type="text"/>	Account number	<input type="text"/>
BSB	<input type="text"/>	Email address	<input type="text"/>

Section 6: Declaration

I/We acknowledge that I/We have read and understood the Privacy Policy Statement at www.protecure.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.