



Claim Form

IMPORTANT

We are unable to process claims where the claim form is incomplete

All relevant sections must be completed to avoid delay

Please ensure the declaration is signed on the last page of this form prior to sending

Our Commitment to You

We are totally committed to providing a fair and prompt claim settlement service to you. As soon as we have the completed information before us, we will issue a Claims Advice to you within a matter of days and then arrange for the dispatch of the Insurer's claim cheque **within 5 working days in most cases.**

Should you have a complaint about our service or claim settlement procedures, please notify us so that we can immediately address your concerns. In the first instance your complaint should be faxed to Sharon Fox-Slater (Claims Manager) on 1300 794 773 or emailed to sharonfs@ebmininsurance.com.au.

Thank you for taking the time to complete this form in detail. Please mail the original claim form and attachments to:

EBM Insurance Brokers
Claims Department
4/651 Victoria Street
ABBOTSFORD VIC 3067

IF YOU HAVE ANY QUERIES PLEASE CONTACT OUR NATIONAL CLAIMS CENTRE ON 1800 661 662

Section 1 - Policy and Contact Details

Policy Details

Policy Number: 34 -

Insured Property Address:

Landlord's Name:

Is the property owned by a business/company? No Yes **If No, go to "Contact Details"**

Business/company name:

Is the landlord registered for GST? No Yes ABN:

Have you claimed or intend to claim an input tax credit on the GST component of the premium applicable to the Policy?

Will you be claiming an amount less than 100% No Yes - If yes, specify amount claimed%

Are you entitled to claim an input tax credit for repairs or replacement of the item that has been lost or damaged: -

Will you be claiming an amount less than 100% No Yes - If yes, specify amount claimed%

Contact Details

Person submitting claim: Telephone:

Agent's Name:

(If your Agent has changed since cover was effected and your policy details have not been updated, please advise previous Agent's name)

Agent's e-mail address:

Telephone: Facsimile:

Please advise the payee name to be shown on the cheque payment:

Please advise the address where correspondence and the claim payment cheque should be sent:

.....

SECTION 2 – If claiming for Loss of Rent

What MUST be attached

Before proceeding please ensure the following information is attached, otherwise claims cannot be processed.

ALL LOSS OF RENT CLAIMS (please tick to confirm attachment)

- | | |
|---|---|
| <input type="checkbox"/> Original Bond Deduction Invoices | <input type="checkbox"/> Copy of the Tenancy Application |
| <input type="checkbox"/> Tenant Rental History Printout | <input type="checkbox"/> Copy of Breach or Termination Notices |
| <input type="checkbox"/> Copy of front of the Tenancy Agreement that shows names, dates, rent, bond details etc and also a copy of any special conditions | <input type="checkbox"/> Copy of court documents (if applicable), copy of other legal documents or receipts etc. issued by either party |
| <input type="checkbox"/> Copy of Bond Lodgment Form | |

If any items are missing please provide the reason and state when you believe they will be available:

Tenancy Details

Names on Tenancy Agreement:

Dates on Tenancy Agreement: to

Weekly Rent: \$..... Bond: \$

It is a requirement of the policy that the bond be equivalent to at least 4 weeks rental value. If the bond does not meet this requirement provide details as to why:

Statement of what happened (if insufficient space, please attach details):

Date Problem Detected: Date Tenant Vacated Property:

Date Rent Paid to (excluding Bond):

Total Rent Loss: \$..... From:..... to

Claimed Rent Loss: \$ From:..... to

Is there a new Tenant? Yes / No If Yes, date new tenant commenced:

If No, why not?

IMPORTANT NOTES REGARDING DAMAGE

1. We **DO NOT** authorise repairs. It is up to the insured to take all necessary steps to minimise a claim under the policy.
2. Items normally covered under a Householder's policy are **NOT CLAIMABLE** under section 3 (e.g. Glass breakage, fusion, fire, storm and water damage). For a defined event claim (such as these) please complete section 4.
3. The following costs are **NOT CLAIMABLE** as damage but are costs which may be deducted from the bond:
 - Clean up (e.g. Carpet cleaning, lawns and gardens, rubbish removal, accumulation of dirt and minor damage over the tenancy)
 - Re-letting fee or part thereof (where payable under a fixed term lease)
 - General repairs and tenant neglect

SECTION 3 – If claiming for damage or theft by the tenant

What MUST be attached

Before proceeding please ensure the following information is attached, otherwise claims cannot be processed.

ALL DAMAGE/THEFT BY TENANT CLAIMS (please tick to confirm attachment)

- | | |
|---|---|
| <input type="checkbox"/> Original Bond Deduction Invoices | <input type="checkbox"/> Copy of Bond Lodgment Form |
| <input type="checkbox"/> Tenant Rental History Printout | <input type="checkbox"/> Copy of the Tenancy Application |
| <input type="checkbox"/> Copies of ingoing and outgoing inspection reports | <input type="checkbox"/> Copy of Police Report (Malicious Damage and/or Theft by tenant claims only) |
| <input type="checkbox"/> Copy of court documents (if applicable), copy of other legal documents or receipts etc. issued by either party | <input type="checkbox"/> Copy of front of the Tenancy Agreement that shows names, dates, rent, bond details etc and also a copy of any special conditions |
| <input type="checkbox"/> Original quotes and/or invoices for repairs (note: if repairs are over \$500 – 2 quotes are required) | Please attach photos of damage if available |

If any items are missing provide the reason and state when you believe they will be available:

.....

Date of Event:..... at am/pm

Was the damage/theft reported to the police? Yes / No If yes, date reported:

Police Station / Officer: Police Report Number:

Name and address of Witnesses (if any).....

.....

1) BOND DISBURSEMENT (note - claimable damage should be detailed in part 2 below)

Note: Clean up and allowable costs that exceed the bond are not claimable and all claims are subject to policy limits.

Clean up and other allowable costs (please list) \$.....

..... \$.....

..... \$.....

..... \$.....

..... \$.....

(Detailed Original Tax Invoices must be provided)

Total Costs / Expenses \$.....

Are Legal Expenses being claimed? Yes / No If Yes how much? \$.....

Are you claiming for the cost of changing locks following bailiff eviction? Yes / No

2) DAMAGE and/or THEFT BY THE TENANT

Has Malicious Damage or Theft by the Tenant occurred which exceeds the excess of \$400 per claim? Yes / No

If Yes, approximate date Damage and/or Theft by the Tenant occurred:

Has Accidental Damage occurred which exceeds the excess of \$400 each event? Yes / No

Statement of how you believe the Damage or Theft by the Tenant occurred:

.....

Repair Costs (please detail) \$.....

..... \$.....

..... \$.....

..... \$.....

..... \$.....

..... \$.....

..... \$.....

..... \$.....

..... \$.....

If the premises (or part of) are being re-carpeted, we need to know when the property was last carpeted:

Age of carpet: Condition: Replacement Cost: \$.....

If the premises (or part thereof) are being painted, we need to know when the property was last painted

Note: Any depreciation to carpet or maintenance deductions on painting are generally deducted at the rate of 7.5% per year.

SECTION 4 – If claiming for damage or theft NOT by the tenant

What MUST be attached

Before proceeding please ensure the following information is attached, otherwise claims cannot be processed.

ALL DAMAGE/THEFT CLAIMS not by tenant (please tick to confirm attachment)

- Original quotes and/or invoices for repairs (note: if repairs are over \$500 – 2 quotes are required)
- Copy of Police Report (Malicious Damage and Theft by an intruder claims only)

Please attach photos of damage if available

If any items are missing provide the reason and state when you believe they will be available:

.....

Date of Event:.....at am/pm

Was the damage/theft reported to the police? Yes / No If yes, date reported:

Police Station / Officer: Police Report Number:

Name and address of Witnesses (if any).....

.....

Detailed Description (including cause of loss or damage).....

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.....

Who caused the loss/damage (include name and address if known).....

.....

If claiming for loss by Burglary or Theft, describe method of entry

Particulars of claim (please detail) \$

..... \$

..... \$

..... \$

BEFORE SIGNING BELOW

**Have you completed ALL REQUIRED SECTIONS of the claim form?
We are unable to process claims where the claim form is incomplete**

Declaration

I/we do hereby declare that to the best of my/our knowledge the foregoing answers are true and correct and I/we have in no manner caused the said loss or by any fraud or willful misrepresentation sought unjustly to benefit by the said event and that the information detailed in the claim form above is a true and faithful account of the actual loss sustained excluding any profit or advantage.

No information likely to affect this claim has been withheld.

And I/we hereby undertake and agree to notify EBM immediately if any of the property mentioned in this claim is subsequently recovered, and at the option of EBM to return the property or to refund the amount of money received by way of compensation in respect thereof.

SIGNATURE:..... Date:

SIGNED BY (print clearly):

It is always hoped that tenants can be pursued in an attempt to recover claim settlement money, in the long term this can help to keep premiums to a minimum. Should you have any knowledge as to the current whereabouts of the tenant, their place of work, or any other information you believe may assist, please detail it below.

Tenant's forwarding address (if known):

Tenant's last known address:.....

Tenant's last known place of work:

Any additional information:



In dealing with or settling this claim we will be acting under an authority given to us by the Insurers QBE and therefore we will be dealing with or settling this matter as Agents of QBE and not as your agent.