

Tel: (08) 6274-0500

Fax: (08) 9250-5617

Email: claims@avisowa.com.au

Cargo/ Goods in Transit

The issue of this form does not constitute an admission of liability on the part of the insurer.

The Insured

Insured's Name ABN

Street Address

Suburb/City State Postcode

Work Phone Work Fax Mobile

Home Phone Email

Are you registered for GST? Yes No Percentage of business taxable %

Policy Number Expiry Date

The Goods

Are you the owner of the lost damaged goods? Yes No

If No please provide details of the owner

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.....

.....

Describe the goods

.....

.....

.....

If the goods are damaged, where can they be inspected?

Contact Name Phone

Police must be notified of any stolen goods

Police Station Report No. Date

The Transit

Please provide details of the transit

Carrier's Name

Journey From To Date

Type of Transport

road carrier own vehicle sea post air rail

The Loss Damage

What date was the loss discovered?

What caused the loss?

Details of Claim

(Please give details on a separate sheet if necessary)

Item (include make, model, age)	Description/Details of loss or damage	Sum Insured	Amount Claimed
Total Amount Claimed			\$
Policy Excess			\$

Bank Details of Insured

Bank BSB Number Bank Account Number

Name Of Bank Bank Account Name

The following documents are required in support of your claim. Please tick when attached:-

Letter of claim on the carrier/ship/airline
 The reply (if any) from the carrier/ship/airline
 Consignment Note/Bill of Lading/Airway Bill.....
 Invoice showing value of goods claimed
 Repair Quotations (if applicable).....

If any of the above documents are not available, please state the reason why

Privacy

The Privacy Act 1988 requires us to tell you that we as broker and the insurer collect your personal and sensitive information in order to calculate your loss and entitlements, determine the insurer's liability, compile data and handle claims.

When handling claims we and the insurer may have to disclose your personal and other information to third parties such as other insurers, reinsurers, loss adjusters, external claims data collectors, investigators and agents, or other parties as required by law.

Where you give us information about other persons you must have their consent to this and provide it on their behalf. If not, you must tell us.

You have the right to seek access to your personal information and to correct it at any time. Please contact us to advise if any changes are required.

Internal Dispute Resolution (IDR) Statement

Disputes are not an everyday occurrence. However insurers provide an internal dispute resolution process should any dispute arise. Please feel free to ask for details. If you are not satisfied with the outcome of that process, we will advise you how to contact the insurance industry's external independent complaints scheme (subject to eligibility).

Declaration (must be completed)

1. 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 have not deliberately caused the said loss or damage or sought unjustly to benefit thereby by any fraud or misrepresentation and that the information shown on the form is true and the I/We have not concealed any information relating to this claim. I/We understand that this claim may be refused if the information is untrue, inaccurate or concealed.
2. 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 of such property. In the event of any property being recovered in damaged condition I/We will immediately hand the same over to the company for disposal as may be agreed.
3. I/We acknowledge that I/we have read and understood the Privacy Act information referred to above and consent to the collection, storage, use and disclosure of personal and sensitive information of all persons affected by this claim.
4. I/We acknowledge that if I/We do not agree to the collection of this personal and sensitive information, then the broker and the insurer will be unable to process my/our claim.

Date: _____

Signature: _____

Office Use Only

Coverage	Excess	Sum Insured	Goods Insured	Transit	Assessor

How to Get Quick Action on Your Claim

1. Complete the attached form and return to our office.
2. Attach all quotations or invoices obtained for replacement of or repair to the damaged or missing property.
3. Attach valuations and receipt of purchases whenever possible.
4. Advise the Police immediately in the event of loss by burglary, housebreaking, theft, suspected malicious damage. Also make sure the premises are secure to avoid further incidents.

Note: Police reports are very slow so if you can obtain one at the time the report is taken, then this will save valuable time or at least obtain a copy or report number.

5. Attach any letter of demand or other correspondence that you may receive from any Third Party.
6. Do not make any admission of liability for loss or damage caused by you to the Third Parties.

WHAT WE WILL DO - IF THE PAPERWORK IS CORRECT AND COMPLETE:-

- Submit the claim form to the Insurer
- If the claim has not been paid within 30 days we will contact the Insurer and then advise you accordingly
- We will then follow up the claim when necessary until settlement is reached, however, please feel free to call at any time

WHAT AN ASSESSOR WILL DO:-

- An assessor is an independent person who is appointed by the Insurer for their expertise in helping you finalise a larger or more difficult claim
- They will interview and obtain details of a loss and arrange for quotes and prepare the necessary paperwork
- The assessor is your contact point
- The assessor will write a report to the Insurer recommending a course of action
- This can take time depending on their work load and Police Reports
- The Insurer will not act until these reports are received and although not bound by the assessor recommendations, the Insurers usually accept these reports.
- If you are unhappy with any aspect of the claim, advise the assessor. If he is unable to correct the problem then contact us immediately. We will not know of any problem without being advised.
- If you are unhappy with the assessor's responses, contact us immediately.