

# PUBLIC/PERSONAL LIABILITY CLAIM FORM



**mckenna hampton**  
insurance brokers

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## The Issue of this Form is not an Admission of Liability by Insurer

**Policy #:**

**Claim #:**

Please complete and return this claim form as soon as possible, so that your claim will receive prompt consideration by the Insurers.

### PLEASE NOTE

1. If anyone holds you responsible for their accident/injury, insist their claim must be in writing.
2. Any communication received must be forwarded to us immediately.
3. **Do Not Admit Liability**
4. If there is insufficient space or further comment on any area is considered necessary, please use additional pages.

### The Insured

Surname:

Other Names:

Title:  Mr  Mrs  Miss  Ms

Address:

Postcode:

Occupation:

Phone Private:  Business:

Fax No.:  Mobile:

Email Address: \*

Contact name:

Are you registered for GST?  Yes  No

If Yes, what is your ABN?

Have you claimed an input tax credit on the GST amount applicable to this policy?  Yes  No

If Yes, is the amount claimed less than 100% of the GST applicable to the premium?  Yes  No

If Yes, specify amount claimed:

Are you entitled to claim an input tax credit for the repairs or replacement of the vehicle?  Yes  No

If Yes, is the amount claimable less than 100%?  Yes  No

If Yes, specify amount claimed:

### Third Party

Name:

Address:

Postcode:

Private phone no.:

Business phone no.:

General description:

### Particulars of Accident / Incident

Date of accident / incident:  (dd/mm/yyyy)

Time: (am/pm)

Date reported to you:  (dd/mm/yyyy)

Time: (am/pm)

Exact location of accident / incident:

### How Reported

In Person:  Yes  No

By Telephone:

By Letter:

Other:

If Other, please specify:

By Whom: (Name)

Address:

Postcode:

To Whom was the incident reported? (Name)

Address:

Postcode:

Position / Title:

If reported in person, was he/she on own?  Yes  No

If No,  
Assisted:

Escorted:

By whom:  
(Name)

Address:

Postcode:

Describe the incident or  
accident in as much details  
as possible:

Have you admitted  
responsibility in any way?

Yes  No

If Yes, give details:

### Cause

Was the accident due to:

1. By the actions of any  
individuals:

Yes  No

If yes, their name, address and relationship to you (i.e. Claimant, employee, member of your family)

Name	Address	Relationship
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Reason why?

2. Property

Do you own the property?

Yes  No

If No, state the name and  
address of owner:

Do you occupy the property:

Yes  No

If No, state the name and  
address of the tenants and  
type of tenancy:

Had any notice been given of  
any defect or hazard by your  
agents or tenants?

Yes  No

If Yes, state date notified:

 (dd/mm/yyyy)

By whom were you notified?

What details were notified?

What type of property  
caused the accident?  
(Eg. Defect in property or  
spillage of some substance)

3. Plant or Equipment:

Yes  No

If Yes, describe plant or equipment and its uses:

4. Motor Vehicle:

Yes  No

Type of Vehicle:

Registration Number:

Drivers Name:

Address:

Postcode:

Owners Name:

Address:

Postcode:

5. Animal

Yes  No

Type of animal:

How long have you owned the animal?

Is the animal normally confined behind fences?

Yes  No

Has the animal been involved in any similar incidents?

Yes  No

### Conditions

Type of Footwear:

Flat Shoes:

High Heels:

Thongs:

Other:

Was third party:

Carrying Parcels?

Yes  No

Wearing Spectacles?

Yes  No

Using Cane/Crutches?

Yes  No

Lighting:

Excessive:

Yes  No

Inferior:

Yes  No

Satisfactory:

Yes  No

Walking Surfaces:

Wet:

Dirty:

Uneven:

Broken:

Worn:

Torn:

If Child involved:

Was he/she accompanied by an adult at time of accident?  Yes  No

**Treatment**

Was treatment given at the scene of the accident?  Yes  No

If Yes, by whom:

Address:

Postcode:

How severe was the injury in your opinion:

Trivial:

Minor:

Major:

Serious:

Was transport provided?  Yes  No

Was the Ambulance used?  Yes  No

**Witness and their relationship**

(i.e. employer, members of your family, etc)

Name	Address	Relationship
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

**Police**

Did a Police officer attend the accident / incident?  Yes  No

If Yes, name of Police Officer:

Did Police lay any charges or intimate action may be taken?  Yes  No

If Yes, please supply full details :

**Property Damage**

Description of property damaged:

Nature and extent of damage:

Has any demand for damage been made against you?  Yes  No

Please attach any demands:

**Browse**

**To avoid unnecessary delay in processing your claim, it is important that you attach documentation to support :**

- **Ownership of all property claimed, eg. Original invoices, owners manuals, photos, receipts, etc...**
- **The repair / replacement of your loss. Eg. Original invoices, receipts, etc... by trade suppliers / repairers – itemising the precise nature of their quotation or work under taken eg. Size, model, type, age, hours, cost of labour, parts, prices...**

Attachment:  
Attach any supplementary information here

**Browse**

\* **Indicates a mandatory field.**

**Submit**

## Privacy

We are committed to protecting your privacy and confidentiality in accordance with the Privacy Act 1988 (Cth) including the Privacy Amendment (Engaging privacy Protection) Act 2012 and Australian Privacy Principles (APPs). This policy outlines our practices for collecting and handling personal information. By asking us to provide you with our financial services, you consent to the collection and use of the information you have provided to us for the purposes described below.

### **What information do we collect and how do we use it?**

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.

We usually collect identifying information such as your name, address, contact telephone numbers and email addresses. Depending on the product or service, we may also need to collect more specific or sensitive information, which may include (but is not limited to) your insurance history, health data or criminal records. We will only collect this type of information where necessary to provide our services to you and in accordance with the Privacy Act.

To enable us to administer our financial services, we collect the information needed to ensure appropriate advice to you and any information required by product suppliers. We will usually provide some or all of this information to our product suppliers, some of which may be located outside Australia.

Additionally, when a claim is made under an insurance policy, we and our representatives and those of the insurer (including investigators, medical advisers and lawyers) collect information about the claim, some of which may be personal information. We may collect the information from you or from third parties.

We provide this information to the insurer and or their agents and those appointed to assist you in making a claim. Again this information may be passed on to your underwriters and reinsurers. We may also use your personal information internally to help us improve our services and help resolve any problems.

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. If you do not agree to provide us with the information we request, we may not be able to offer you the product or services you seek.

### **How do we hold and protect your information?**

We hold the information we collect from you in our computer system and in our hard copy files. We will endeavour to take reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure.

### **Will we disclose the information we collect to anyone?**

When handling claims we and the insurer may have to disclose your personal and other information to third parties, including but not limited to insurers, reinsurers, loss adjusters, external claims data collectors, investigator and agents, or other parties as required by law. Your personal information will only be disclosed to these third parties where the disclosure is reasonably required to carry out our business or activities unless you have authorised otherwise (or if required by law).

These parties are prohibited from using your personal information except for the specific purpose for which we supply it to them and we take such steps as are reasonable to ensure that they are aware of the provisions of this Privacy Policy in relation to your personal information.

We may also provide your personal information to others if we are required to do so by law or under some unusual other circumstances which the Privacy Act permits.

If we do propose to disclose or use your personal information other than for the purposes listed above, we will first seek your consent prior to such disclosure or use. We do not sell, trade, or rent personal information to others.

### **How can you access, update or change your information?**

You have the right to seek access to your personal information and to correct it at any time. Please contact customer service in writing to advise if any changes are required. We do not charge for receiving a request for access to personal information or for complying with a correction request, but reserve the right to charge for all reasonable costs incurred in meeting your request for information.

### **Complaints regarding your personal information**

Any complaints regarding a breach of privacy should be directed to customer service via mail, email or phone. We will do all that is reasonable in the circumstances to address your complaint.

In the instance where you are dissatisfied with our response, or you have not received a response from us within 30 days, you are able to lodge a complaint with the Office of the Australian Information Commissioner (OAIC) in accordance with the Act.

### **Information sent overseas**

In certain instances it is likely that some or all of the Personal Information that you provide to us may be disclosed to businesses that operate overseas. The countries in which these recipients of your personal information are located will depend on the types of services we provide to you and the location of other services providers.

In all such cases we commit to making reasonable enquiries to ensure that these organisations comply with their local privacy legislation. However in some instances we may not be able to take reasonable steps to ensure that overseas providers do not breach the Privacy Act, or they may not be subject to the same level of protection or obligations offered by the Act. If you do not agree to the transfer of your personal information outside Australia, please contact us.

## **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: \_\_\_\_\_



## ***How To Get Quick Action On Your Claim***

1. Complete the attached form and return to our office. If an assessor is appointed, give them the forms.
2. Attach all original quotations or invoices obtained for replacement of or repair to the damaged or missing property. Photocopies are not accepted as a rule.
3. Attach original 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.