



**PARTICULARS OF DAMAGE**

Situation of Glass \_\_\_\_\_

Occupied by \_\_\_\_\_

State fully the cause of breakage \_\_\_\_\_

\_\_\_\_\_

Date of Breakage \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

When was the Loss or damage reported to you? \_\_\_\_\_

Description and Size of Glass Broken:

- Window, Mirror, etc. \_\_\_\_\_
- Plain Sheet, Plate, Tinted, etc. \_\_\_\_\_
- Size of Glass \_\_\_\_\_

**CLAIM INFORMATION**

Was any person responsible for causing the loss/damage? No  Yes

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

**WITNESSES**

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

In your opinion why is that person responsible for the damage? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Give particulars of any previous breakages (date / cause / insurer) \_\_\_\_\_

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If the Sign writing is insured, give particulars \_\_\_\_\_

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**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 undertaken eg. Size, model, type, age, hours, cost of labour, parts, prices...**

## **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.

## **DISPUTE RESOLUTION**

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**

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 matter 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.

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 condition I/We will immediately hand the same over to the company for disposal as may be agreed.

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.

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.

Insured's Signature \_\_\_\_\_ Date \_\_\_\_\_