



# Guardian Underwriting Services Pty Ltd

ABN 21 051 930 105 AFS Licence 255319

137 Moray Street South Melbourne 3205

Telephone 03 8699 8800

Facsimile 03 8699 8810

[insure@guardianunderwriting.com.au](mailto:insure@guardianunderwriting.com.au)

## Commercial Claim Form

Policy Number:		Expiry Date	
Insured:			
Address:			
Occupation:			
Telephone (private)		Telephone (work)	
Telephone (mobile)		E Mail address	
Tax Status:	Registered <input type="checkbox"/> Yes <input type="checkbox"/> No		Taxable %
<b>Incident:</b>			
Date of incident		Time	
Address where the incident occurred?			
Describe how the incident occurred?			
Are you the owner of damaged property?			<input type="checkbox"/> Yes <input type="checkbox"/> No
If No, provide details?			
Was there any other insurance covering this damage at the time of the incident?			<input type="checkbox"/> Yes <input type="checkbox"/> No
If Yes, name of insurer?		Policy Number	
Does any party (ie mortgage, lease, finance) have an interest in the damaged property?			<input type="checkbox"/> Yes <input type="checkbox"/> No
If Yes, name of party?		Telephone Number	
<b>Responsible Party</b>			
Was another person responsible for the damage to your property?			<input type="checkbox"/> Yes <input type="checkbox"/> No
If Yes, provide details?			
<b>Burglary</b>			
If Burglary, detail method of entry?			
Damage caused by entry?			



## WHAT TO DO

- 1 Please complete all sections of this form (state N/A if not applicable). Ensure that the insured has signed this form.
- 2 Send this form to Guardian Underwriting Services Pty Ltd
  - 137 Moray Street South Melbourne Vic 3205, or
  - Fax 03 8699 8810 or
  - insure@guardianunderwriting.com.au
- 3 Obtain two quotations for repairs and email, fax or mail it to us.
- 4 You must tell us about and send us a copy of any notice, letter, claim, writ or summons as soon as possible after you receive it

## DISPUTES

Guardian has developed an internal procedure for dispute resolution so that if at any time our products or services have not met your expectations You or an Insured Person can contact Us.

Our Complaints and Disputes Resolution procedures will refer the complaint to senior management for review and a response within 15 working days.

If this does not resolve the issue or You or an Insured Person are not satisfied with the way a complaint has been dealt with, we will provide You with access to the Lloyd's General Representative in Australia who can review Your complaint.

If You or an Insured Person are still dissatisfied, the complaint may be referred, at no cost to you, to the Insurance Ombudsman Service operated by Insurance Ombudsman Service Limited under the terms of the General Insurance Code of Practice.

## PRIVACY

Guardian Underwriting Services Pty Ltd has always protected the privacy of personal information of our valued clients. The standards by which we handle this personal information have now been set by the Privacy Act and the National Privacy Principles (NPP), which came into effect on 21st December 2001.

All Staff, Broker Representatives, Agents and Contractors have agreed to hold all information in confidence and not use it for any purpose except to carry out the service they are providing. We do not sell or share names, addresses or any other information with third parties, except to the extent necessary to complete our obligations as an Underwriting Agency or as stated in this document.

### How & why do we require your Personal Information

We collect information either directly from the relevant individuals or in some cases, from third parties. They may provide information for someone else requiring the benefit of the services that we offer, such as a nominated driver, director or officer or other staff member.

The information is collected to allow us to provide our insurance services including to arrange and place insurance cover, assess and underwrite risks, and to properly administer your claims.

### What we expect of you

When you provide us with information about other individuals, we rely on you to have made, or make them, aware that you will or may provide their information to us, the types of third parties we may provide it to, the relevant purposes we and the third parties will use it for and how they can access it. If it is sensitive information, we rely on you to have obtained consent to the above. If you have not done these things, we expect you to tell us before you provide the relevant information. If you collect, use, disclose, or handle personal information on our behalf, or receive it from us, you & your representatives must meet the relevant requirements of the NPP set out in the Privacy Act 1988 and only use and disclose it for the purposes we agree to.

### Transfer of information overseas

We may transfer your personal information overseas where it is necessary to provide our service. Some insurers or reinsurer's are based overseas and we need to provide your personal information to them to arrange your cover.

### Opting out

We regularly distribute to our clients information about our products & services, such as newsletters, which we believe may be of interest to you. If you do not wish to receive this additional information, please contact our office.