

## Claim form

This form can be completed electronically, responses can be typed directly into the fields below.

### ◆ Report any theft and malicious damage to the police as soon as possible

Address of property where loss or damage occurred:

Policy number: \_\_\_\_\_ Landlord's name: \_\_\_\_\_

Landlord's phone: \_\_\_\_\_ Landlord's email: \_\_\_\_\_

Landlord's tax status: Registered business Yes No If yes, please complete ABN, premium and claim ITCE%

ABN: \_\_\_\_\_ Premium ITCE%: \_\_\_\_\_ Claim ITCE %: \_\_\_\_\_

Real Estate Agent (if applicable): \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

### Tenant Default Details

Full name of defaulting tenant: \_\_\_\_\_

Current forwarding contact details for the defaulting tenant: Email: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

### Loss of rent

Date tenant moved in: \_\_\_\_\_ Date tenant moved out: \_\_\_\_\_ Lease expiry date: \_\_\_\_\_

Did the tenant give any notice to leave the property? Yes No When: \_\_\_\_\_

Was the tenant evicted by court order? Yes No When: \_\_\_\_\_

Date rent paid up to (excluding bond): \_\_\_\_\_

Weekly Rent is: \$ \_\_\_\_\_ or Daily Rent: \$ \_\_\_\_\_ Bond held is: \$ \_\_\_\_\_

Has the property been re-let? Yes No If no, why? \_\_\_\_\_ If yes, what date? \_\_\_\_\_

### Details of damage

Date damage was found: \_\_\_\_\_ Is the home untenable? Yes No

Did the above mentioned tenant cause the damage? Yes No

If no, please provide Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Other Details: \_\_\_\_\_

\*Untenantable means your property is destroyed or made completely or partially unfit to live in (e.g. utilities are not available or it is not safe to live in) and you or your property manager can not re-let the property until the loss or damage covered by this policy has been repaired, replaced or reinstated. It does not include periods of elective maintenance or improvement.

### Type of loss

Please provide a FULL description of what has happened:

*If the cause of damage is storm or rainwater please describe how the water entered the premises.*

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**Malicious Damage/Theft** Has the damage and/or loss been reported to the Police? Yes No

### Electric Motor Burnout (damage by an electric current to motors of contents/building items):

Appliance	Make/Model	Kilowatts of motor	Age Years

# Documents Required

**IMPORTANT: Following is a guide for supporting documents that may be required to process your claim**

Documents		Loss of rent	Tenant damages	Water damage	Storm damage	Electric motor burnout
Permanent Tenancies	Copy of tenant's rental history ledger - Showing FULL rental history	✓	✓			
	Copy of all breach notices, termination notices, court applications, orders issued against the tenant	✓	✓			
	Copy of Lease Agreement for the defaulting tenant (only require pages containing tenancy details and signature)	✓	✓			
	Copy of Lease Agreement for the new tenant (if re-let) (only require pages containing tenancy details and signature)	✓	✓			
	Copy of Managing Agency Agreement and invoice (for court attendance claims, professionally managed)	✓	✓			
	Evidence of dated advertising done to re-let the property (must include date(s) listed and insured property address)	✓	✓			
Holiday Let Tenancies	Written booking confirmation for defaulting tenant and future tenants	✓	✓			
	Copy of tenant's Receipt of Stay and evidence of deposits or security bond taken	✓	✓			
Both	Copy of application for tenancy	✓	✓			
	Copy of all invoices for allowable re-letting expenses used by bond	✓	✓			
	Copy of Entry and Exit Property Condition reports and routine inspections throughout the tenancy		✓			
	Last two routine inspections			✓	✓	
	Photos of the damage caused		✓	✓	✓	
	Itemised quotes/invoices for the restoration or repair of the property damage		✓	✓	✓	
	Tradesman's report with details of what caused the leak and that it has been repaired			✓		
	Tradesman's report to determine how the water entered the property				✓	
	Full itemised report from electrical contractor who inspected the motor					✓
	Itemised quotes/invoices for the repair or the replacement of the electric motor only					✓
Evidence to support the age of the electric motor that has burnt out					✓	

**Please list all bond expenses and damage claimed below:** (please ensure itemised quotes/invoices are attached)

**Bond**

_____	\$
_____	\$
_____	\$
_____	\$

**Damage**

_____	\$
_____	\$
_____	\$
_____	\$

**Payment Details**

Should you agree, any cash settlement of your claim may be paid directly into your nominated account.

EFT      Account name: \_\_\_\_\_      BSB: \_\_\_\_\_      Account number: \_\_\_\_\_

**Declaration**

By submitting this claim form I declare the statements and particulars I have provided above are true and correct.

Name in full: \_\_\_\_\_      Today's date: \_\_\_\_\_