



Vero Claims Service

At Vero, we understand the importance of an accessible, streamlined claims services. That's why we're always looking for ways to improve our claims experience for you and your clients.

Expect more claims service.

Here's what you can expect from Vero:

- ▼ fast and easy lodgement
- ▼ experts who understand the different claim complexities
- ▼ a constant flow of information, and
- ▼ prompt settlement.

A claims experience to suit your needs.

We realise that some claims are more straightforward than others so we have designed a claims experience to match. Upon lodgement of a claim, our claims teams will advise you and your clients on the claims next steps, and make sure we have the right people in place to manage the claim through to finalisation.

Vero claims experience

How to claim

Claims can be notified over the phone, 24 hours a day, 7 days a week. Simply phone the appropriate claims department below and our claims teams will work with you and your client to finalise the claim as efficiently as possible.

Lodgement

First Response Unit (FRU)

For property, motor, liability and engineering claims please call - 1300 888 073

The FRU is responsible for the lodgement and initial management of claims relating to:

- ▼ Motor - Commercial and Personal
- ▼ Property – Commercial and Personal
- ▼ Liability
- ▼ Engineering - Machinery/Equipment Breakdown

After a claim is lodged the FRU will provide the details of your dedicated fulfilment team who will work to finalise the claim.

Specialist claims

Our specialist product claims are handled end-to-end by a technician with the required expertise. If your client's claim is for Construction, Global and Risk Managed or Marine, your specialised technician can be reached on the numbers below:

Construction
1300 852 633

Global and Risk Managed
(03) 9245 8339

Marine
1300 664 201

Aviation*
(07) 3135 4477

Home Warranty*
1800 554 255

Fulfilment

Fulfilment

The fulfilment claims teams manage the claim from the assessment through to finalisation. They work within three dedicated product areas:

- ▼ Motor
- ▼ Property
- ▼ Liability

How do I find out more?

For more information on Vero Claims go to www.vero.com.au.
Don't forget that you can track most of your claims through Claims Online via Vero Central on the Vero website.

*Vero is no longer renewing or writing new Aviation or Home Warranty Insurance business. All customers will remain covered for the duration of their current Vero policy and we will continue to manage and pay claims in accordance with the terms of those policies.