



4. The insured goods were in transit

From

To

5. Where are the goods now?

**Section 3 – Details of loss or damage**

1. Please state the cause of loss or damage

2. Who first noticed the loss or damage and when (date)?

3. Were details of the loss or damage noted on the delivery docket?

No

Yes

4. Have you written to the carrier holding them responsible? (If not, please do so)

No

Yes

5. Theft or non delivery of goods were reported to police at

on

(date)

at

(time)

**Section 4 – Details of goods lost, damaged, destroyed or stolen**

1. List the goods lost, damaged, destroyed or stolen

If lost, stolen or destroyed, what is the invoice value or value declared for insurance?

If damaged, what is the estimated repair cost?

**Total Amount Claimed**

Will you be claiming a 100% input tax credit for the replacement / repairs?

No

Yes

If no, what percentage input tax credit will you be claiming?

**Section 5 – Important notice**

1. Please attach the following documents where applicable:

- Commercial invoice
- Inventory or packing list
- Consignment note including terms and conditions on reverse side
- Copy of non-delivery / shortage receipt
- Copy of claim on carrier
- Copy of carrier's reply when available
- Quotation for replacement / repairs
- Police report
- Any other documents that you think may assist us in understanding your claim.

**Section 6 – Privacy statement**

The Privacy Act 1988 (as amended) now applies and requires us to inform you that:

**Purpose of collection**

We collect personal information (this is information or an opinion about an individual whose identity is apparent or can reasonably be ascertained and which relates to a natural living person) for the purposes of: providing insurance services to you, including to evaluate your application, to evaluate any request for a change to any insurance provided; to provide, administer and manage the insurance services following acceptance of an application; to investigate and, if covered, manage claims made in relation to any insurance you have with us or other members of the group of companies to which we belong.

The personal information collected can be used or disclosed by us for a secondary purpose related to those purposes listed above, but only if you would reasonably expect us to use or disclose the information for this secondary purpose. However for sensitive information, the secondary purpose must be directly related to the purposes listed above.

**Disclosure**

We may disclose your personal information, when necessary and in connection with the purposes listed above, to: other members of the group of companies to which we belong; your insurance broker or our agent, Government bodies, loss assessors, claim investigators, reinsurers, other insurance companies, mailing houses, claims reference providers, other service providers, hospitals, medical and health professionals, legal and other professional advisers.

Consequences if information is not provided

If you do not provide us with the information we need we will be unable to evaluate your claim and if you are covered, to manage that claim.

**Access**

You can request access to the personal information by contacting us.

This Privacy Statement is issued by

Vero Insurance Limited, GPO Box 3999, Sydney, NSW 2001.

**For personal claimants**

I consent to:

- ▼ the use of personal information about me for the purposes shown in the Privacy Statement, and
- ▼ the disclosure of personal information about me to, and obtaining personal information from, other parties, including those shown in the Privacy Statement, for any of these purposes.

**For all claimants**

If I have disclosed personal information about any other person, I confirm that I am authorised to:

- ▼ disclose to you personal information about that person and to consent to its use for the purposes shown in the Privacy Statement, and
- ▼ consent to disclosure to, and obtaining of other personal information about that person from, other parties including those shown in the Privacy Statement, for any of these purposes.

**Section 7 – Declaration**

I/We declare all the above details are true in every respect to the best of my/our knowledge and belief.

Signature of insured(s) / claimant(s)  Date

Date

**To enable us to promptly deal with your claim, please submit this claim form and available supporting documents as soon as possible. Further documents, such as the Carrier's reply, should be sent to us when they become available.**

**Please forward the completed claim form and applicable documents to:**

Vero Marine Claims Centre  
GPO Box 3999  
Sydney NSW 2001  
Priority Call 1300 664 201  
Facsimile 02 8121 0949  
Email [claims@vero.com.au](mailto:claims@vero.com.au)