

Contract Works Claim Form



If you need more room for your answers, please attach a separate sheet, indicating the Section and Question you wish to complete.

Claim number Policy number

To notify us of your claim please either:

1. Call **1300 852 633** to speak to a construction claims specialist who will be happy to lodge your claim over the phone.
2. Complete this claim form, attach any documents and send it to:

Construction Claims

GPO Box 1509
Melbourne Vic 3001

Facsimile: 03 9245 8027

Email: engineeringclaims@vero.com.au

Section 1 – Insured and policy details

Full name of insured

Postal address

<input type="text"/>	State	Postcode
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Email

Telephone B/H

Telephone A/H

Mobile

Facsimile

Section 2 – Goods and Services Tax (this section must be completed for all claims)

To ensure you do not incur any unnecessary GST liabilities on your claim please complete these details.

Are you registered for GST purposes? No Yes What is your ABN?

If you have an ABN, have you claimed or are you entitled to claim an Input Tax Credit (ITC) on the GST paid on this policy?

No Yes Is the amount claimed less than 100% of the GST applicable to the premium? No Yes Specify the percentage amount claimed %

Section 3 – Contract job/details

Name of job site owner

Job site address

<input type="text"/>	State	Postcode
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Description of contract

Contract price \$ Residential construction Commercial construction New construction
 Renovation Maintenance Upper storey addition Speculative development/Display home

Other (please provide description)

Start Date Finish Date
Advise practical completion date Maintenance Period
Building stage of project at time of loss/damage Slab Frame Lock up Fix Completed pre-handover Other

Section 4 – Damage/loss details

Date of loss/damage Time of loss/damage
Address of where the loss/damage occurred
 State Postcode

Describe in detail how loss/damage occurred

How was the loss/damage discovered, and by whom?

Were the police notified? **Theft or malicious damage claims must be reported to the police.**

No Yes (Please provide details below)

Date of police report Police report number (attach a copy)

Station the loss/damage was reported to

Officer

Are you the owner of the loss/damaged property?

No Yes (Please give details of all other parties who have a financial interest in the property)

Name

Address
 State Postcode

Was the lost/damaged property:

Subject to a lease or other agreement? No Yes* Covered under another policy? No Yes*

*Please provide a detailed explanation for all questions answered 'Yes' under lost/damaged property

What steps have been taken to minimise damage to property?

Has any property been recovered? No Yes (Please provide details below)

Please provide details of any other party responsible for the damage

Name

Address

State

Postcode

Telephone

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Why do you consider them responsible

If subcontractor responsible please provide the following information:

Policy number

Name of subcontractor's public liability insurer

Occupation/trade

Section 5 – Payment details

For faster payment, provide your bank details for a direct credit to your nominated bank account. We cannot deposit into a credit card account.

Name of bank

Branch

Account holder

BSB number

Account number

A notification will be issued to you when the claim payment has been electronically deposited.

Send cheque to my postal address.

Section 6 – Malicious damage/theft of materials/tools/appliances from building site additional information required (if applicable)

Is your claim for malicious damage or theft? Yes No (Please go straight to Section 7)

Note: All portions of section 6 must be completed to assist in the prompt handling of your claim

How was entry to the site gained?

When were the goods/materials delivered to the site?

Who delivered the goods/materials to the site? (Please provide details of the carrier company)

Do you program your works to minimise theft?

No Yes (How? Please provide details below)

AAI Limited trading as Vero Insurance is the insurer and issuer of your commercial insurance product, and is a member of the Suncorp Group, which we'll refer to simply as "the Group".

Why do we collect personal information?

Personal information is information or an opinion about an identified individual or an individual who is reasonably identifiable. We collect personal information so that we can:

- ▼ identify you and conduct appropriate checks;
- ▼ understand your requirements and provide you with a product or service;
- ▼ set up, administer and manage our products and services and systems, including the management and administration of underwriting and claims;
- ▼ assess and investigate any claims you make under one or more of our products;
- ▼ manage, train and develop our employees and representatives;
- ▼ manage complaints and disputes, and report to dispute resolution bodies; and
- ▼ get a better understanding of you, your needs, your behaviours and how you interact with us, so we can engage in product and service research, development and business strategy including managing the delivery of our services and products via the ways we communicate with you.

What happens if you don't give us your personal information?

If we ask for your personal information and you don't give it to us, we may not be able to provide you with any, some, or all of the features of our products or services.

How we handle your personal information

We collect your personal information directly from you and, in some cases, from other people or organisations. We also provide your personal information to other related companies in the Group, and they may disclose or use your personal information for the purposes described in 'Why do we collect personal information?' in relation to products and services they may provide to you. They may also use your personal information to help them provide products and services to other customers, but they'll never disclose your personal information to another customer without your consent.

Under various laws we will be (or may be) authorised or required to collect your personal information. These laws include the Anti-Money Laundering and Counter-Terrorism Financing Act 2006, Personal Property Securities Act 2009, Corporations Act 2001, Autonomous Sanctions Act 2011, Income Tax Assessment Act 1997, Income Tax Assessment Act 1936, Income Tax Regulations 1936, Tax Administration Act 1953, Tax Administration Regulations 1976, A New Tax System (Goods and Services Tax) Act 1999 and the Australian Securities and Investments Commission Act 2001, as those laws are amended and includes any associated regulations.

We will use and disclose your personal information for the purposes we collected it as well as purposes that are related, where you would reasonably expect us to. We may disclose your personal information to and/or collect your personal information from:

- ▼ other companies within the Group and other trading divisions or departments within the same company (please see our Group Privacy Policy for a list of brands/companies);
- ▼ any of our Group joint ventures where authorised or required;
- ▼ customer, product, business or strategic research and development organisations;
- ▼ data warehouse, strategic learning organisations, data partners, analytic consultants;
- ▼ social media and other virtual communities and networks where people create, share or exchange information;
- ▼ publicly available sources of information;
- ▼ clubs, associations, member loyalty or rewards programs and other industry relevant organisations;
- ▼ a third party that we've contracted to provide financial services, financial products or administrative services – for example:
 - ▼ information technology providers,
 - ▼ administration or business management services, consultancy firms, auditors and business management consultants,
 - ▼ marketing agencies and other marketing service providers,
 - ▼ claims management service providers
 - ▼ print/mail/digital service providers, and
 - ▼ imaging and document management services;
- ▼ any intermediaries, including your agent, adviser, a broker, representative or person acting on your behalf, other Australian Financial Services Licensee or our authorised representatives, advisers and our agents;
- ▼ a third party claimant or witnesses in a claim;
- ▼ accounting or finance professionals and advisers;
- ▼ government, statutory or regulatory bodies and enforcement bodies;
- ▼ policy or product holders or others who are authorised or noted on the policy as having a legal interest, including where you are an insured person but not the policy or product holder;
- ▼ in the case of a relationship with a corporate partner such as a bank or a credit union, the corporate partner and any new incoming insurer;
- ▼ the Financial Ombudsman Service or any other external dispute resolution body;
- ▼ credit reporting agencies;
- ▼ other insurers, reinsurers, insurance investigators and claims or insurance reference services, loss assessors, financiers;

- ▼ legal and any other professional advisers or consultants;
- ▼ hospitals and, medical, health or wellbeing professionals;
- ▼ debt collection agencies;
- ▼ any other organisation or person, where you've asked them to provide your personal information to us or asked us to obtain personal information from them, eg your mother.

We'll use a variety of methods to collect your personal information from, and disclose your personal information to, these persons or organisations, including written forms, telephone calls and via electronic delivery. We may collect and disclose your personal information to these persons and organisations during the information life cycle, regularly, or on an ad hoc basis, depending on the purpose of collection.

Overseas Disclosure

Sometimes, we need to provide your personal information to – or get personal information about you from – persons or organisations located overseas, for the same purposes as in 'Why do we collect personal information?'

The complete list of countries is contained in our Group Privacy Policy, which can be accessed at www.vero.com.au/privacy, or you can call us for a copy.

From time to time, we may need to disclose your personal information to, and collect your personal information from, other countries not on this list. Nevertheless, we will always disclose and collect your personal information in accordance with privacy laws.

How to access and correct your personal information or make a complaint

You have the right to access and correct your personal information held by us and you can find information about how to do this in the Suncorp Group Privacy Policy.

The Policy also includes information about how you can complain about a breach of the Australian Privacy Principles and how we'll deal with such a complaint. You can get a copy of the Suncorp Group Privacy Policy. Please use the contact details in **Contact Us**.

Contact us

For more information about our privacy practices including accessing or correcting your personal information, making a complaint, or obtaining a list of overseas countries you can:

- ▼ Visit www.vero.com.au/privacy.
- ▼ Speak to us directly by phoning one of our Sales & Service Consultants on: 1300 888 073 or by
- ▼ Email us at claims@vero.com.au

Privacy statement issued

Vero Insurance, Level 18, 36 Wickham Terrace, Brisbane QLD 4000.

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 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.

Declaration

I/We acknowledge that I/We have read and agree to the privacy consent and authorisation above.

I/We declare that the answers I/We have given in this claim form and information I/We have supplied to Vero Insurance is true and correct and that I/We have not withheld any information relevant to this claim. I/We acknowledge that a claim may be refused and/or the policy may be cancelled if the answers or information I/We provide is untrue, inaccurate or concealed.

Claimant name

Signature

Date