



Please email the completed claim form and documents to **claims@rentcover.com.au** or send via post: **EBM RentCover Claims Department, 8 Redfern Road, Hawthorn East, VIC 3123**. We are here to help so if you have any questions about your claim or policy, please contact **1800 661 662**.

Have you got the right claim form?

If you have a TenantCover policy and have suffered a loss, then you have the correct claim form.

Our commitment to you

The EBM RentCover team acts in the best interest of clients by:

- › Ensuring confirmation of a claim within 24 hours of submission.
- › Working to settle the majority of claims within five working days, pending necessary paperwork is submitted.
- › Having a clear and prompt complaints process should you be unhappy with the claims settlement.

Privacy statement

We are committed to protecting your privacy. We use the information you provide to handle your insurance claim. When handling claims we act as agent of the insurer, QBE Insurance Australia Limited (QBE).

We may collect your information from others, such as:

- › your property manager if they lodge a claim on your behalf;
- › the real estate agency if you give us their details in the claim form. We may do this in order to obtain any information you do not provide us (such as the tenancy agreement, rental ledger, or any other document that relates to the claim or tenancy);
- › the tenant or landlord in relation to a claim lodged by you. We may do this to ask for further information about the claim;
- › an assessor, if they are appointed to assess your claim. The assessor may interview parties, such as the tenant, to obtain information needed for the claim; and
- › a repairer, if they are sent to your address, to obtain information relevant to the claim.

We may provide your personal information to QBE or the companies that deal with your insurance claim on behalf of the insurer (such as investigators, loss assessors, claims administrators, repairers, suppliers, reinsurers, lawyers and recovery agents). We may also provide your personal information (such as your name) to a tenant, landlord or property manager when we contact them about a claim involving you.

In the event that a claim is escalated to QBE's internal dispute resolution process, we may disclose your claim information to QBE's Global Shared Services Centre, which is located in the Philippines.

If you don't provide us with full information, we can't assist with claims and you can breach your duty of disclosure.

For more information about how to access the personal information we hold about you, how to have the information corrected or lodge a complaint, ask us for a copy of our Privacy Policy or visit our website **RentCover.com.au**.

All sections must be completed to avoid delay.

SECTION ONE – policy and contact details

Policy details

Insured property address: _____

Insured name: _____

Is the insured a business or company? Yes No

If No, go to 'contact details'

Business/company Name: _____

ABN: _____

Is the insured registered for good and services tax? _____

Yes No

Entitled/intend to claim an input tax credit on the GST component of the premium applicable to policy: _____

Will you be claiming an amount less than 100%? Yes No If yes specify amount claimed: _____ %

Entitled to claim an input tax credit for repairs or replacement of the item that has been lost or damaged: _____

Will you be claiming an amount less than 100%? Yes No If yes specify amount claimed: _____ %

Contact details

Name of person submitting claim: _____

Email address: _____

Telephone: _____

Facsimile: _____

Managing agent name (if applicable): _____

Please advise the payee name to be shown on the cheque payment: _____

Please advise the address where all claims correspondence and the claim payment cheque should be sent: _____

Note: If the address noted on the claim form for claims correspondence and claim payment is different to the mailing address for your renewal invoices, we will not automatically update this address. If you would like to change your mailing address for any future renewals you will need to provide instructions for us to do this.

To help us assess your claim, please attach the following...

- Inventory list Inventory list
- Two quotes for loss or damage if exceeding \$1,500 (these must include a full break-up of costs)
- Original tax invoices for damage repairs (e.g. emergency repairs)
- Photos of damage
- Proof of ownership (e.g. manuals, receipts, valuations, photos, etc.)

If any items are missing, provide reasons and state when you believe they will be available: _____

Form continues on the next page

Please note EBM RentCover does not authorise repairs.
However, make sure you take reasonable steps to prevent further loss or damage.

SECTION TWO – damages and/or theft

Date of event: _____ at _____ am / pm

Please indicate which insured event has caused the loss/damage:

- Fire or explosion
- Storm, rainwater or flood
- Cyclone
- Hurricane
- Theft
- Other

Note: Please refer to your Product Disclosure Statement for full terms, conditions and exclusions relating to your cover.

If 'other' please list:

Statement of what happened (if insufficient space, please attach details):

If claiming 'theft', describe method of entry

Date damage reported to police:

Police report number:

Repair costs (please detail)

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

Form continues on the next page

BEFORE SIGNING BELOW

To ensure we can process your claim in an effective and efficient manner, please complete all relevant sections. Missing information may lead to delays.

Declaration

I/we do hereby declare that to the best of my/our knowledge the foregoing answers are true and correct and I/we have in no manner caused the said loss or by any fraud or wilful misrepresentation sought unjustly to benefit by the said event and that the information detailed in the claim form above is a true and faithful account of the actual loss sustained excluding any profit or advantage.

No information likely to affect this claim has been withheld.

And I/we hereby undertake and agree to notify EBM RentCover immediately if any of the property mentioned in this claim is subsequently recovered, and at the option of EBM RentCover to return the property or to refund the amount of money received by way of compensation in respect thereof.

I am aware that any collection of personal information is used in accordance with EBM RentCover's Privacy Policy.

Signature: _____

Date: _____

Signed by (print clearly): _____

Claims dispute resolution process

Step 1 Should you disagree with the claim settlement, you may refer your dispute to the National Manager at EBM RentCover. Please send any complaints to claims@rentcover.com.au

Step 2 Should you disagree with our initial review, you may refer your dispute to the QBE Internal Disputes Resolution (IDR) team. You can do this by contacting QBE Customer Relations: complaints@qbe.com or 1300 650 503.

Step 3 Should you disagree with the QBE IDR decision, you may refer your dispute to the Australian Financial Complaints Authority (AFCA). You can do this by contacting AFCA:

O www.afca.org.au **E** info@afca.org.au **P** 1800 931 678

M Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

In dealing with or settling this claim we will be acting under an authority given to us by the insurer QBE Insurance (Australia) Limited and therefore we will be dealing with or settling this matter as an agent of QBE and not as your agent.