



* This form is issued to enable the Insured to lodge a written statement of claim. It does not constitute an admission of liability on behalf of your insurer.

Insured	Strata Plan No.	Policy No		Postcode			
	Location						
	Contact Person	Phone		Email			
	GST	Registered? <input type="checkbox"/> Y <input type="checkbox"/> N	If yes, your ABN is:		Input tax credit: %		
Details of Incident	Date	DD / MM / YY		Time			
	Particulars <small>(Attach details on separate sheet if necessary)</small>						
	Person responsible	Known? <input type="checkbox"/> Y <input type="checkbox"/> N	If Y, Name		Phone		
		Address					
Nature of claim	<input type="checkbox"/> Property	GO TO 1.		<input type="checkbox"/> Personal injury	GO TO 2.		
	<input type="checkbox"/> Plumbing	GO TO 3.		<input type="checkbox"/> Electric Motor fusion	GO TO 4.		
Property 1	Details of Property Damaged/Lost		Name of Third Party owner, if any	Date purchased	Original Price	Replacement Price	Amount claimed
	Is this property covered by any other insurance? <input type="checkbox"/> Y <input type="checkbox"/> N			If Y, please attach details.			
	Third party address <small>(if any)</small>				Phone/Email		
	All property maliciously damaged or lost MUST be reported to police.						
	Police Report	Station			Date	DD / MM / YY	
		Officer			Report No.		
Personal Injury 2	Name of Injured			Age	Phone/Email		
	Address of Injured				State	Postcode	
	Cause of injury						
	Nature of injury						
	Witness? <input type="checkbox"/> Y <input type="checkbox"/> N	If Y, Name			Phone/Email		
Plumbing 3	Claim						
	Pipe made of	<input type="checkbox"/> PVC	<input type="checkbox"/> Copper	<input type="checkbox"/> Galvanized	<input type="checkbox"/> Other		
	Work done						
	Apportion Costs	Search and Find	\$	Repair	\$	Reinstatement	\$
Please attach invoice showing details of charges.							
Motor fusion 4	Type of Motor			H.P. / KW			
	Age of Motor	Under warranty? <input type="checkbox"/> Y <input type="checkbox"/> N		Date purchased	DD / MM / YY		
	Cause of damage						
	Please attach invoice(s) showing details of charges.						
Declaration	I hereby declare that the above answers to be true and correct in every particular and acknowledge that the Insurer may make its decision on indemnity having regard to these answers.						
	Signature				Date		



Privacy

Both CSI and Assetinsure Pty Ltd are committed to safeguarding and protecting the privacy of personal information. We are bound by the provisions of the Privacy Act 1988 which sets out the standards to be met in the collection, holding, use and disclosure of personal information.

We are collecting the personal information requested to determine whether and on what terms we might issue you an insurance policy or to manage a claim in relation to an insurance policy you have with us. If you don't provide all the information requested, the main consequence is that we may not be able to issue you with a policy or pay your claim.

We may use your personal information for other purposes if you consent. This may also be the case in other limited circumstances permitted under the Privacy Act 1988, such as where you would reasonably expect us to do so and/or the other purpose is related to the purpose for which we collected the information.

In some circumstances, we may collect your personal information from another person or another source. This will only be where it is unreasonable or impracticable for us to collect it directly from you or you would expect us to collect the information from the nominated third party. For example, where you authorise a representative, e.g. an insurance broker, a financial planner, a legal services provider, an agent or carer providing services to you to deal with us on your behalf.

In issuing and/or managing your policy or claim we may need to disclose your personal information to, another insurer, our reinsurers, an insurance broker, our legal providers, our accountants, loss investigators or adjusters, anyone acting as your agent or regulatory bodies. We will only do so if it is reasonably necessary for, or directly related to the issuing or managing your insurance policy or claim.

In disclosing your personal information to one of these parties it may be necessary to disclose your information overseas. The countries these parties usually operate in are, the USA, Canada, Bermuda, Europe (including the United Kingdom), parts of Asia, including but not limited to Singapore, Hong Kong and India. If we disclose the information overseas you should be aware that the overseas entity is not bound by the Privacy Act 1988 and so you would not be able to seek redress against them under the Privacy Act 1988. There may be no similar privacy law to the Privacy Act 1988 in the overseas party's country and you may also not be able to seek redress under the laws in the party's country. Assetinsure has sought written agreement from its overseas business partners that they will handle personal information in accordance with Assetinsure's Privacy Policy.

By signing this claim form you expressly consent to us using your personal information in any of the manners detailed above. You also consent to us searching publicly available information that contains your personal information for the purposes of considering a proposal, paying a claim or any other purpose in connection with a policy we provide to you.

Assetinsure's Privacy Policy is available on Assetinsure's website www.assetinsure.com.au. It sets out details of how you can access (and if necessary correct) the personal information we hold about you. It also sets out how and to whom you might complain about a breach of Privacy Law.

If you require any other information regarding Privacy please contact; The Privacy Officer, by post at Assetinsure Pty Ltd, Level 3, 44 Pitt Street, Sydney NSW 2000, by e-mail at privacy@assetinsure.com.au or phone (02) 8274 2898

Complaints

If you do not agree with any decision your insurer makes in relation to your claim or are dissatisfied with the handling of your claim or the services you received from us or our agents, such as loss adjustors or investigators, during this claim process, please contact us either by info@csiuw.com.au or call us at (02) 9419 2777. We will try to resolve the issue immediately. If your complaint cannot be resolved by CSI Strata Underwriting, Assetinsure provides an internal dispute resolution process. For details contact Assetinsure's Compliance Manager at Assetinsure Pty Ltd, 44 Pitt Street, Sydney or call (02) 9251 8055.

If you are not satisfied with the decision of Assetinsure's internal dispute resolution process, the matter may be referred to Financial Ombudsman Service (FOS), subject to eligibility.

BY POST: Financial Ombudsman Service Limited (FOS) GPO Box 3 MELBOURNE VIC 3001

BY PHONE: Toll Free: 1300 780808

BY EMAIL: info@fos.org.au

Code of Practice

CSI Strata Underwriting and Assetinsure proudly support the General Insurance Code of Practice which stipulates minimum standards of service to our clients. If you would like further information in respect to the Code of Practice please refer to the Code of Practice website www.codeofpractice.com.au or to our website at www.csiuw.com.au.

Email to

csi.claims@assetinsure.com.au