

# Sports Underwriting Australia

## Glass Claim Form

### Sports Underwriting Australia Claims Department

E: [propertyclaims@sportsunderwriting.com.au](mailto:propertyclaims@sportsunderwriting.com.au)

Ph: 1300 363 413

Post: Level 7, 100 Arthur Street, North Sydney  
NSW 2060

## IMPORTANT NOTICES

### Your Duty of Disclosure

This Policy is subject to the Insurance Contracts Act 1984 (Act). Under that Act you have a Duty of Disclosure.

Before you take out insurance with us, you have a duty to tell us of everything that you know, or could reasonably be expected to know, may affect our decision to insure you and on what terms. If you are not sure whether something is relevant you should inform us anyway.

You have the same duty to inform us of those matters before you renew, extend, vary, or reinstate your contract of insurance. The duty applies until the Policy is entered into, or where relevant, renewed, extended, varied or reinstated (Relevant Time). If anything changes between the time the answers are provided to us or disclosures are made and the Relevant Time, you need to tell us.

Your duty however does not require disclosure of matters that:

- reduce the risk;
- are common knowledge;
- we know or, in the ordinary course of our business, ought to know, or
- we have indicated we do not want to know.

If you do not comply with your duty of disclosure, we may be entitled to:

- reduce our liability for any claim;
- cancel the contract;
- refuse to pay the claim, or

avoid the contract from its beginning, if your nondisclosure was fraudulent.

### Who Needs To Tell Us

It is important that you understand that you are answering our questions in this way for you and anyone else whom you want to be covered by the Policy.

### Dispute Resolution Process

If you are not satisfied with our service please tell us so we can help. We will address complaints in accordance with Great Lakes Australia's Complaints Handling Process and the Insurance Council of Australia's Code of Practice.

If you have a complaint:

#### Step 1: Contact us

You can contact us by:

**Postal Address:** PO Box 288, Kew East

Victoria, Australia 3102

**Tel:** +61 3 8862 2600

**Email:** [info@sportsunderwriting.com.au](mailto:info@sportsunderwriting.com.au)

If we require additional information we will contact you to discuss. If your complaint is not immediately resolved we will respond within 15 business days of receipt of your complaint or agree on a reasonable alternative timetable with you.

#### Step 2: Internal Dispute Resolution

If you are not satisfied with our response you may refer it in writing to our Internal Dispute Resolution panel, which is independent of the original complaint review.

E-mail: [disputes@gla.com.au](mailto:disputes@gla.com.au)

Postal Address: Attn: Dispute Resolution Officer

Great Lakes Australia PO Box H35 Australia Square NSW 1215

The panel will respond within 15 business days. If the panel cannot respond within 15 business days, the panel will agree a reasonable alternative timetable with you. If the panel cannot reach an agreement on an alternative timetable, the panel will advise you of your right to take your complaint to the FOS.

#### Step 3: External Dispute Resolution scheme

If we are unable to resolve your complaint within 45 days of the date we first received your complaint or if you remain unsatisfied, you can seek a

free review by the FOS. The FOS is an independent national body and we agree to accept its decision.

You can contact the FOS by:

**Postal Address:** Financial Ombudsman Services Australia Ltd, GPO Box 3, Melbourne VIC 3001

**Tel:** 1800 367 287

**Email:** [info@fos.org.au](mailto:info@fos.org.au)

**Website:** [www.fos.org.au](http://www.fos.org.au)

### Privacy Statement

In this Privacy section "we", "us" or "our" means Great Lakes Australia and Sports Underwriting Australia, unless specified otherwise.

We are committed to the safe and careful use of your personal information in the manner required by the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

We collect your personal information in order to assess your application for insurance and, if your application is accepted, to administer and manage your Policy and respond to any claim that You make. To do this, your personal information may need to be disclosed to reinsurers and service providers and related entities who carry out activities on our behalf, such as assessors and facilitators, some of whom may be located in overseas countries. Our contractual arrangements generally include an obligation for these reinsurers, service providers and related entities to comply with Australian privacy laws.

By providing us with your personal information, you consent to the disclosure of your personal information to reinsurers, service providers and related entities in overseas countries to enable us to assess your application, to administer and manage your Policy and to respond to any claim that you make. If you consent to the disclosure of your personal information to overseas recipients, and the overseas recipient handles your personal information in a way other than in accordance with the Australian privacy laws, we may not be responsible for the handling of your personal information by the overseas recipient.

If you choose not to provide your personal information and/or choose not to consent and / or withdraw your consent to the disclosure of your personal information at any stage, we may not be able to assess your application or administer and manage your insurance policy and respond to any claim that you make.

Our Privacy policies contain information on how you may access personal information that each of us hold, or seek correction of Your personal information and information on how to make a complaint about the handling of your personal information and how complaints are handled. If you require more information, you can access the Great Lakes Australia Privacy Statement at [www.munichre.com/io/gla/en/privacy\\_statement.aspx](http://www.munichre.com/io/gla/en/privacy_statement.aspx) and SUA Privacy Policy and Privacy Statement at [www.sportsunderwriting.com.au/documents.html](http://www.sportsunderwriting.com.au/documents.html).

### Taxation Information

The amount of cover available under this Policy excludes Goods and Services Tax (GST).

If you are not registered for GST, in the event of a claim we will reimburse you the GST component in addition to the amount that we pay.

The amount that we are liable to pay under this Policy will be reduced by the amount of any input tax credit that you are or may be entitled to claim for the supply of goods or services covered by that payment.

If you are entitled to an input tax credit for the Premium you must inform us of the extent of that entitlement at or before the time you make a claim under this Policy. We will not indemnify you for any GST liability, fines or penalties that arise from or are attributable to your failure to notify us of your entitlement (or correct entitlement) to an input tax credit on the Premium.

If you are liable to pay an Excess under this Policy, the amount payable will be calculated after deduction of any input tax credit that you are or may be entitled to claim on payment of the Excess.

If you are unsure about the taxation implications of this Policy, you should seek advice from your accountant or tax professional.

**Section 1****Policy Information**

Policy Number: \_\_\_\_\_

Insured (Surname, Company, Partnership): \_\_\_\_\_

Given Name(s) of Insured: \_\_\_\_\_

Postal address: \_\_\_\_\_

Contact Person (for Company or Partnership claims): \_\_\_\_\_

Occupation: \_\_\_\_\_

Home Ph: \_\_\_\_\_ Business Ph: \_\_\_\_\_

Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

Preferred method of contact \_\_\_\_\_

Are you registered for GST? Yes  No 

What is your ABN? \_\_\_\_\_

Have you claimed or do you intend to claim and input tax credit on the GST applicable to this policy? Yes  No Is this amount claimed or intended to be claimed less than 100% of the GST applicable to the premium? Yes  No 

Specify the percentage amount claimed or intended to be claimed \_\_\_\_\_ %

**Section 2****Loss and Damage**

Date and time of loss or damage Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Time \_\_\_\_\_ am/pm

Location of loss or damage \_\_\_\_\_

Are you the only occupier of your premises? Yes  No 

If No, give details of other occupants \_\_\_\_\_

For what purpose were the premises occupied when the damage occurred?  
\_\_\_\_\_  
\_\_\_\_\_Who discovered the loss or damage? \_\_\_\_\_  
\_\_\_\_\_

Date and time loss or damage was discovered Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Time \_\_\_\_\_ am/pm

Were there any witnesses to the loss or damage? Yes  No Name, address and contact details of first witness \_\_\_\_\_  
\_\_\_\_\_Name, address and contact details of second witness \_\_\_\_\_  
\_\_\_\_\_Were the premises broken into? Yes  No 

When were the premises last occupied? Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Time \_\_\_\_\_ am/pm

Were the premises securely locked? Yes  No 

How was entry gained? \_\_\_\_\_

Have steps been taken to improve security of the premises? Yes  No

If Yes, provide details of security upgrade \_\_\_\_\_

Indicate type of glass damaged (e.g. Window, door, shelf, showcase etc)

Was any glass previously cracked or defective? Yes  No

Size of glass damaged \_\_\_\_\_ metres by \_\_\_\_\_ metres

Please describe fully the cause of the damage?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Has any repairer been asked to carry out repairs? Yes  No

If Yes, then please supply the damage and address of firm and tax invoice (if received)  
\_\_\_\_\_  
\_\_\_\_\_

If the damage was caused maliciously, has the incident been reported to the police? Yes  No

If Yes, provide the name of the police station reported to  
\_\_\_\_\_  
Date reported \_\_\_\_/\_\_\_\_/\_\_\_\_ Police office report number \_\_\_\_\_

Name of police officer \_\_\_\_\_

Do you suspect anyone of causing this breakage? Yes  No

If Yes, please supply the details of the responsible party  
\_\_\_\_\_  
\_\_\_\_\_

Was there any signwriting on the damaged glass? Yes  No

If Yes, please describe  
\_\_\_\_\_  
\_\_\_\_\_

Have any steps been taken for the recovery of the cost of replacement? Yes  No

If Yes, please provide details  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Section 3**

**Comments**

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**Section 4**

**Direct Deposit**

Should any part of this claim be payable to you please provide your bank account details for direct deposit purposes.

Name of Account: \_\_\_\_\_

BSB: \_\_\_\_\_ A/C Number: \_\_\_\_\_

Bank Name: \_\_\_\_\_

**Declaration**

I declare that, to the best of my knowledge and belief, the information in this form is true and correct and I understand the claim may be refused or reduced if information is withheld.

I understand that I may have to provide relevant documentation to enable complete consideration of my claim.

I consent to Great Lakes Australia and Sports Underwriting using the personal information I have provided on this form for the purposes of processing my claim. I consent to the disclosure of sensitive information to third parties in order to process my claim. I consent to the disclosure of any personal information (including sensitive information) overseas where it is reasonably necessary for the processing of my insurance claim. I understand that if this consent is not given Great Lakes Australia and Sports Underwriting will not be able to process this insurance claim.

Signature of insured or person with authority to sign for and on behalf of a company or partnership.

Signature: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_\_\_

Please indicate the number of additional pages attached to this claim form: \_\_\_\_\_