

# Property

## Claim Form

Claim Number \_\_\_\_\_  
(office use only)

### How to Get Quick Action on Your Claim

Catholic Church Insurance Limited will act on your claim as soon as we receive this form. You can help us to act quickly for you by:

- ◆ Reporting incidents of theft (or attempted theft), malicious damage and loss of personal valuables to the police;
- ◆ Attaching the report or attendance card given to you by the police;
- ◆ Supplying supporting documentation verifying ownership of property, eg: receipts, valuations, warranty certificates;
- ◆ Supplying any repairers', or suppliers' quotations;
- ◆ Completing all relevant sections of this claim form;
- ◆ Attach letter from your power supplier and/or telecommunications company to confirm loss by power surge or lightning.
- ◆ Keeping any damaged property for us to inspect;
- ◆ Taking all reasonable steps to safeguard the damaged property so that no further damage occurs

**If you require any help in completing this form, please contact us on 1300 655 001**

**IF THERE IS INSUFFICIENT SPACE FOR ANSWERS PLEASE ATTACH FURTHER DETAILS.**

### Client Details

Organisation or company name

Title

Surname

Given name/s

Address

Postcode

## Contact Person

Name

Phone: Work

Home

Mobile

Fax

Email

Preferred Contact number

Work  Home  Mobile  Fax

For GST registered businesses, what is your ITC%

## Policy Details and Excess

Policy number

Period of cover

 /  /  to  /  / 

Client number

Location number

Risk number

Policy is subject to an excess of

 \$

(This excess amount will be deducted from the amount you are claiming)

## Description of Incident

This claim form is intended to be used for a variety of losses.

Please complete all those questions which relate to your category of loss or damage.

Date of incident

 /  / 

Time

 am/pm

Location number

Risk number

Do you require CCI to appoint a builder for you?

Yes  No

Name of Insured

Address

Postcode

Give full details of how the loss or damage occurred

  
  

Where did it happen? (library, admin, church, hall, gym or other)

Give details of glass broken (doors, windows, shelf etc) and state the number of panes broken

## Police Report

Was the incident reported to the Police?

Yes  No

If yes, please tell us

Police station

Crime report number

Name of Police Officer

*Attach the report or attendance card issued to you by the Police.*

## Ownership Details

Are you the owner of the property lost or damaged?

Yes  No

If no, who does own the lost or damaged property?

Owner's name

Owner's address

Postcode

Phone

Mobile

Fax

Email

## Other Insurance

If there is other insurance on the property for which a claim is being made, please tell us the:

Name of the insurance company

Type of insurance

Policy number

Period of cover

 /  /  to  /  / 

## Responsibility of Another Person

Do you think that another person (or company) is responsible for the loss or damage you have suffered?

Yes  No

If you have answered YES, please state the name and address of that person or company:

Name

Address

Postcode

Insurance company

Claim number

Why do you think this person or company is responsible?


If a motor vehicle was involved please tell us:

Make of vehicle

Registration number

## Fusion/Burnt out Electrical Motor Claims Only

Type of appliance

Make and model of appliance

Date of purchase

 /  / 

and/or age of motor

*Ask the repairer to show, on the account, the cause of the damage and separate figures for the cost of Motor repairs and parts & Labour, re-gas and travelling*

## Table of Depreciation

Depending on the age of the electric motor the repair costs are reduced by the amount of depreciation shown in this table:

Under 3 yrs	Nil	6 years old	30%	9 years old	45%	12 years old	60%
4 years old	20%	7 years old	35%	10 years old	50%		
5 years old	25%	8 years old	40%	11 years old	55%		

The maximum depreciation that we will apply is 60%.

## Spoilage of Food

If you are claiming for loss/spoilage of food in the refrigerator or freezer, please attach a detailed list of the food showing the cost price per item.

Please show storage capacity of unit

## Must be completed for all claims

Description of property stolen, lost, damaged or destroyed	Model number	Age or date of purchase of property	Original purchase cost	Amount claimed
			\$	\$
			\$	\$
			\$	\$
			\$	\$
			\$	\$
			\$	\$
			\$	\$
			\$	\$
			\$	\$

If there is insufficient space please attach further details

## Payment

If you would like the claims settlement to be paid via EFT into your account, please complete your details below

Account name

Bank

Branch

BSB number

Account number

## General Insurance Code of Practice

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The General Insurance Industry has developed the General Insurance Code of Practice (**the Code**) for use by insurers.

Catholic Church Insurance Limited (**CCI**) has adopted and enthusiastically supports the Code because it:

- ◆ requires the provision of high standards of good practice and service
- ◆ requires the provision of more relevant and useful information to consumers
- ◆ promotes understanding of your rights and obligations under our insurance contracts
- ◆ promotes informed and effective relationships between consumers, insurers and agents
- ◆ provides a process for the resolution of disputes.

The Code sets out what we must do when dealing with you through all stages of our relationship with you - whether you're taking out insurance, making a claim (including setting out timeframes for making a decision on your claim), or have a complaint. The Code also contains special provisions setting out how we must deal with claims resulting from catastrophes and disasters.

If you want more information about the Code, or to obtain a copy of the Code please contact us or visit the Insurance Council of Australia website at [www.codeofpractice.com.au](http://www.codeofpractice.com.au).

If we are unable to provide you with insurance cover, CCI will:

- ◆ give you reasons for our decision;
- ◆ refer you to another insurer, or the Insurance Council of Australia or NIBA for information about alternative insurance options (unless you already have someone acting on your behalf); and
- ◆ if you are unhappy with our decision, make available information about our complaints handling procedures.

Alleged breaches of the Code can be reported to the Code Governance Committee.

Alternatively, there may be other external dispute resolution options available to you including:

- ◆ State and Territory Review Tribunals (such as the Victorian Civil & Administrative Tribunal),
- ◆ Mediation or Arbitration (where we both agree to use this option), and
- ◆ Court proceedings.

## How to make a complaint

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If you are unhappy with our decision or the process, you may make a complaint in accordance with our complaints handling procedure. Details of our insurance complaints handling procedure can be obtained from our website at [www.ccinsurance.org.au](http://www.ccinsurance.org.au) or by requesting a copy directly from us (see contact details below).

You can lodge a complaint by the following methods:

**Website:** <http://www.ccinsurance.org.au/complaints>  
**Mail:** Catholic Church Insurance Limited  
GPO Box 180, Melbourne Vic 3001  
**Tel:** 1300 655 001, between 8:30am and 5:30pm, Monday to Friday, (03) 9934 3000  
**Facsimile:** (03) 9934 3464

If you are not satisfied with the response you receive from us or are not satisfied with the process when dealing with us you can contact the Australian Financial Complaints Authority (AFCA).

AFCA is a recognised external dispute resolution scheme, and subject to its Terms of Reference, AFCA may receive and handle your complaint.

You may contact AFCA using the contact details below:

**Mail:** Australian Financial Complaints Authority (AFCA)  
GPO Box 3, Melbourne Vic 3001  
**Tel:** 1800 931 678  
**Email:** [info@afca.org.au](mailto:info@afca.org.au)  
**Website:** [www.afca.org.au](http://www.afca.org.au)

## How to Make a Privacy Complaint

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If your complaint is a privacy complaint please refer to our **Privacy Policy** which outlines our complaints handling procedure with respect to privacy complaints.

### Meeting your expectations

Catholic Church Insurance Limited ABN 76 000 005 210 (**Catholic Church Insurance**) and its wholly owned subsidiary CCI Asset Management Limited ABN 65 006 685 856 (**CCI Asset Management**) (collectively "**CCI**") is committed to providing you with the highest levels of customer service and abides by the Australian Privacy Principles (**APPs**) contained in the *Privacy Act 1988* (Cth) (**Privacy Act**) to safeguard your privacy.

*We have adopted the following APPs that relate to the protection of your privacy: open and transparent management of personal information, anonymity and pseudonymity, collection of solicited personal information, dealing with unsolicited personal information, notification of the collection of personal information, use or disclosure of personal information, direct marketing, cross-border disclosure of personal information, adoption, use or disclosure of government related identifiers, quality and security of personal information, and access to, and correction of personal information.*

### Collecting your personal information

CCI will generally only collect your personal information directly from you, and will do so in a fair and lawful manner. Your personal information collected by CCI may include your name, contact details, date of birth, occupation, financial information and any information specific to your policy. In some instances, we may request sensitive personal information such as medical information that relates to the insurance or claim. The information we collect enables us to assess your application for new insurance, change your existing insurance, correct your details or determine a claim.

Our commitment is to only collect personal information that is relevant to your application for insurance, your insurance policy or your claim. We aim to ensure that your personal information is at all times accurate, up-to date, complete, relevant and not misleading.

### Disclosing your personal information

Once we have collected any personal information about you we will manage it in accordance with our Privacy Policy and obligations under the Privacy Act. To assess a risk or pay a claim we may disclose your personal information in some instances to other insurers and reinsurers, claims investigators, assessors and repairers, external valuers and appraisers, third party suppliers such as IT vendors and consultants (but only for the strictly limited purpose of carrying out the relevant service), mail house service providers, legal advisors, health or other professionals, or other parties as required by Australian law.

We will take reasonable steps to protect the personal information we hold about you from misuse or loss, and from unauthorised access, modification or disclosure. CCI will generally not transfer information outside Australia. CCI may be required to transfer information outside Australia in circumstances permitted by the Privacy Act, such as where the transfer is necessary for the performance of a contract in your interest between CCI and a third party.

## Direct marketing and your privacy

From time to time, where we believe you would reasonably expect that your personal information may be used for direct marketing (and we have not received a request to the contrary), we may offer you information on other products or services from CCI or a limited range of general insurance products that we promote on behalf of Allianz Australia Insurance Limited ABN 15 000 122 850 and its affiliates (**the underwriter**), that we believe may be relevant and of interest to you. In accordance with our privacy law obligations and the Spam Act 2003 (Cth), we will always provide you with a simple “opt-out” option (such as the ability to “unsubscribe” from emails) so that you may easily request not to receive direct marketing from us. We will not share your personal information with other organisations for the purposes of direct marketing to you. If you receive these offers in error, or no longer wish to receive promotional material from us, please advise us.

If you require further information about how CCI may collect, hold, use or disclose your personal information, please see our **Privacy Policy** available on our websites [www.ccinsurance.org.au/privacy](http://www.ccinsurance.org.au/privacy) and [www.cciassetmanagement.org.au/privacy.htm](http://www.cciassetmanagement.org.au/privacy.htm)

## Accessing your personal information or making a privacy complaint

To access or correct your personal information please advise a member of our staff directly, or by writing to us, calling us or via our websites [www.ccinsurance.org.au](http://www.ccinsurance.org.au) and [www.cciassetmanagement.org.au](http://www.cciassetmanagement.org.au)

If you have a concern, or wish to make a privacy complaint, please contact our Privacy Officer using the contact details below. If you make a privacy complaint, we will respond to your complaint within 30 days. We will not charge you for making or investigating your privacy complaint.

## How to contact us

visit our websites: [www.ccinsurance.org.au](http://www.ccinsurance.org.au)  
[www.cciassetmanagement.org.au](http://www.cciassetmanagement.org.au)

email: [privacy@ccinsurance.org.au](mailto:privacy@ccinsurance.org.au)

write to us: Privacy Officer,  
Catholic Church Insurance,  
GPO Box 180 Melbourne Vic 3001

call us: 1300 655 001, between 8:30am and 5:30pm, Monday to Friday,

If you are not satisfied with the response you receive from us, or require further general information about your privacy rights, you may refer your complaint to the Privacy Commissioner at the Office of the Australian Information Commissioner by using the contact details below:

in writing: Office of the Australian Information Commissioner,  
GPO Box 5218 Sydney NSW 2001

email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

call their Privacy Hotline: 1300 363 992 (local call cost)

visit their website: [www.oaic.gov.au](http://www.oaic.gov.au)



## Declaration

I wish to make a claim under the policy as detailed in this claim form.

I declare that:

- ◆ The amount I am/we are claiming is no more than the amount of my loss;
- ◆ To the best of my knowledge and belief the information in this form is true and correct and I have not withheld any relevant information;
- ◆ I consent to Catholic Church Insurance Limited using my personal information I have provided on this form for the purpose of processing my claim. I understand that if I choose not to provide the required details, this is my choice, however Catholic Church Insurance Limited may not be able to process my claim;
- ◆ I consent to Catholic Church Insurance Limited disclosing my personal information to other insurers, an Insurance Reference Service, reinsurers, claim investigators, assessors, legal professionals or as required by law. I consent to Catholic Church Insurance Limited also disclosing my personal information to and/or collecting additional information about me, from investigators or legal advisors.

Signed

Date (dd/mm/yyyy)

 /  / 

Please print name

**Upon completion of the claim form please return to:**

GPO Box 180 Melbourne 3001 or via email to [claims@ccinsurance.org.au](mailto:claims@ccinsurance.org.au)

### How to Contact Us

Mail Catholic Church Insurance Limited  
GPO Box 180 Melbourne 3001  
Email [claims@ccinsurance.org.au](mailto:claims@ccinsurance.org.au)  
Website [www.ccinsurance.org.au](http://www.ccinsurance.org.au)  
Telephone 1300 655 001  
Facsimile 03 9934 3468

Catholic Church Insurance Limited ABN 76 000 005 210 AFSL no. 235415