

Rent.com.au Contents Insurance Claim Form

Important Information

- To make a claim for Benefits 1-5, please forward the completed claim and supporting documents to aus.propertyclaims@chubb.com
- To make a claim for Benefit 6, please forward the completed claim form and supporting documents to aus.liabilityclaims@chubb.com

Personal Details (Please Print)

Insured Name:					
Policy Number:		Email:			
Address:					
City:		State:		Postcode:	
Business Phone:		Home:		Mobile:	

Please provide your EFT details for settlement should your claim be accepted.

Bank:		Account Name:	
BSB:		Account Number:	

Tell Us what Plan you have: A B C

Tell Us what Benefit you wish to claim under: 1 2 3 4 5

Section	Cover Description	Plan A	Plan B	Plan C
Benefit 1 - Personal Possessions	Loss, damage or destruction to Your Personal Possessions while at the Location.	\$10,000 (maximum \$1,000 per item)	\$25,000 (maximum \$2,000 per item)	\$50,000 (maximum \$2,500 per item)
Benefit 2 - Your Guest's Personal Possessions	Loss, damage or destruction of Your Guest's Personal Possessions whilst they are staying with You for no more than thirty (30) days.	\$1,000 (maximum \$500 per item)	\$2,500 (maximum \$500 per item)	\$5,000 (maximum \$500 per item)
Benefit 3 - Temporary Accommodation	Reasonable temporary accommodation expenses should the Location become uninhabitable. We will pay these expenses for a period of no more than thirty (30) days, or until the Location becomes habitable again, whichever occurs first.	\$2,000 (maximum \$100 per night)	\$5,000 (maximum \$200 per night)	\$10,000 (maximum \$350 per night)
Benefit 4 - Moving Transit	Loss, damage or destruction to Your Personal Possessions arising from fire, lightning, explosion, a motor vehicle accident, or theft following forcible and violent means occurring during the transit of Your Personal Possessions to a new Location.	\$10,000 (maximum \$1,000 per item)	\$25,000 (maximum \$2,000 per item)	\$50,000 (maximum \$2,500 per item)
Benefit 5 - Your Personal Possessions Temporarily Removed from the Location	Optional cover for Personal Possessions Temporarily Removed (additional premium applies)	\$1,000	\$2,000	\$2,500

Subject to all of the policy terms, conditions and exclusions, your policy provides.

Benefit 1, 2, 4 & 5 - Note: first \$500 claimed is payable by you per event

Loss details:

Date of loss:		Time of loss:	
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Police report number: _____

Loss location: _____

Loss description:

Cause of loss:

Full Description of property lost or damaged	Date purchased	Make/Model	Purchase price	Repair/Replacement cost

Information required:

- Proof of ownership
- Cause report if applicable
- Repair/replacement quote
- Photos if available

Please note further information may be required/requested.

Benefit 3 - Temporary Accommodation - Note the first 72 hours are payable by you

Loss details:

Why is your property uninhabitable:

Date and time your property became uninhabitable:	Date:		Time:	
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How long will you require temporary accommodation: _____

What is your current rent repayments: _____

What is the rent repayments of where you wish to stay: _____

Information required:

- Lease/Rental agreement
- Receipt/invoice for accommodation

Benefit 6 - Legal Liability - Note: first \$500 claimed is payable by you per event

Should You become legally liable to pay compensation for:

1. death or bodily injury or illness to any person; and/or
2. loss of or damage to property

We will require the following information:

What date and time did the incident occur?	Date:		Time:	
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Where did the incident occur?	
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Please provide a description of the incident:

Please provide a description of the injury/property damage sustained by the claimant:

Please note further information may be required/requested.

Collection Statement

Your access

You have a right to access the information collected on this form.

Our use of your information

We will use the information you have given us to:

1. underwrite your policy;
2. ascertain the value of your policy and things insured by it;
3. process your policy;
4. respond to claims that you make; and
5. assess future proposals for insurance.

Disclosure of your information

We may disclose the information you have given us to the following organisations (some of which may be outside Australia):

1. re-insurers, to underwrite your policy;
2. external valuers, to ascertain the value of your policy and things insured by it;
3. organisations that provide services to us in relation to the provision of insurance, to assist us in processing your policy or your claims (for example, investigators, assessors, information technology contractors, and lawyers); and
4. organisations that provide services to us in relation to the management of insurance risks.

If you do not provide us with your information

We need this information to insure you and, or, your property against any insurable losses and to respond to any claims you may make.

If you do not give us this information we cannot insure you against such losses.

Our privacy policy

Please see the privacy consent below for more information about our privacy policy.

Statements of consent

I give the information contained in this form to the Chubb Insurance Australia Limited (Chubb) for any of the above purposes.

I understand that this information may be disclosed to, and held by, any organisations set out above for the purposes outlined. I consent to Chubb using the information contained in this form for these purposes, and disclosing it to the organisations set out above for these purposes.

Signature	Date	
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Chubb Insurance Australia Limited, Claim Privacy Consent and Declaration

Claim Privacy Consent

Chubb Insurance Australia Limited (Chubb) collects, uses and handles your personal information in accordance with the Privacy Act 1988 (Cth). You can access a copy of our Privacy Policy on our website at <https://www2.chubb.com/au-en/footer/privacy.aspx> or by contacting our customer relations team.

Your personal information will be used by Chubb, or third parties engaged by Chubb, for the purpose of assessing your claim or your entitlement to benefits and, if the claim is accepted, for administration of the claim and for planning, product development and research purposes including customer surveys.

In so far as it is relevant to the claim, your personal information may include:

- a) information that is health information or sensitive information, including, without limitation, your medical history, any treatment received by you and any medication taken or prescribed for you (at any time) or your health insurance claims history, including Medicare;
- b) information relating to other insurance policies, including terms and conditions and claims history;
- c) details of your employment including position, period of employment, remuneration, hours worked and duties performed (at any time);
- d) information relating to your income, assets, liabilities and solvency;
- e) information from third persons who may have information relevant to your eligibility to receive a benefit, or your entitlement to receive an ongoing benefit;
- f) payment or billing information, such as bank account details, direct debit and credit card details or premium funding and insurance payment arrangements; and
- g) any other personal information that you may provide to Chubb or its third party contractors.

Collection from and Disclosure to Third Parties

To assess and process your claim Chubb may need to collect your personal information from third parties such as, but not limited to, your insurance broker, claims reference services, government organisations (for example, social security agencies or taxation offices), your doctor or other health service provider, any forensic accountant or investigator retained by Chubb, your employers (past and present), your accountant and any businesses which provide information about the commercial activities of persons or, if you are, or have been, bankrupt the trustee of your estate.

Chubb may disclose your personal information, including health and sensitive information, to other entities within the Chubb Group, other insurers, our reinsurers or third parties, including contractors and contracted service providers (such as assessors or investigators) who we, or those other Chubb Group entities, have engaged to provide a specific service related to the administration of your claim and the policy. Those entities may be located overseas, for example the regional head offices of Chubb in Singapore, UK or USA or third parties with whom we or those other Chubb Group entities have subcontracted to provide a specific service for us, which may be located outside of Australia (such as in the Philippines or USA). These entities and their locations may change from time to time. Please contact us, if you would like a full list of the countries in which these third parties are located.

Chubb may also disclose your personal information to witnesses in respect to your claim and to government agencies including the police (where we are compelled to by law).

If you'd like a copy of your personal information or wish to correct or update it, want to withdraw your consent to receiving offers of products of services from us or persons we have an association with, please complete Our Personal Information Request Form online or download it from www2.chubb.com/au-en/footer/privacy.aspx and return to CustomerService.AUNZ@chubb.com or contact our customer relations team on 1800 815 675.

Please note if you do not consent to the terms of this Privacy Consent or revoke your consent, Chubb may not be able to process or assess your claim.

Privacy Consent, Declaration and Authority

I:

- consent to the collection, use and disclosure of my personal information in accordance with Chubb's Privacy Policy and this document for the assessment of my claim. This consent remains valid unless I alter or revoke it by giving written notice to Chubb as outlined above;
- understand that by investigating my claim or by accepting proof of my claim, Chubb has made no acceptance of liability, nor waived any of its rights in defense of any claim arising under the insurance policy;
- agree to use my best endeavors and render all reasonable assistance and co-operation to Chubb in the assessment of my claim;
- confirm that any information that I supply will be true and correct and that I will not withhold any information likely to affect the acceptance or handling of my claim;
- understand that my claim may be denied if the information supplied is untrue, or I have not revealed all relevant facts;
- authorise any person or entity, including but not limited to the third parties referred to above, to provide to Chubb such personal information as Chubb considers relevant for its assessment of my claim;
- authorise Chubb to disclose my personal information (including sensitive/health information) to other third parties referred to above (who may be located overseas) where relevant to the assessment of my claim;
- appoint Chubb to do everything necessary including to execute on my behalf any documents or do such acts as required to give effect to this Privacy Consent, Declaration and Authority.

Signature of Claimant

Name of Claimant

Date

About Chubb in Australia

Chubb is the world's largest publicly traded property and casualty insurance company. With operations in 54 countries, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients. As an underwriting company, we assess, assume and manage risk with insight and discipline. We service and pay our claims fairly and promptly. The company is also defined by its extensive product and service offerings, broad distribution capabilities, exceptional financial strength and local operations globally. Parent company Chubb Limited is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index. Chubb maintains executive offices in Zurich, New York, London and other locations, and employs approximately 31,000 people worldwide.

Chubb, via acquisitions by its predecessor companies, has been present in Australia for almost 100 years. Its operation in Australia (Chubb Insurance Australia Limited) provides specialised and customised coverages, including Marine, Property, Liability, Energy, Professional Indemnity, Directors & Officers, Financial Lines, Utilities, as well as Accident & Health insurance, to a broad client base. Chubb is a major insurer of many of the country's largest companies. With five branches and over 500 staff in Australia, it has a wealth of local expertise backed by its global reach and breadth of resources.

More information can be found at www.chubb.com/au

Contact Us

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