



**SUMMIT**



**PRESTIGE  
HOME INSURANCE**

**CLAIM FORM**

## Important Notices

### Instructions

1. Please ensure this form is completed in full and in legible printing for all sections which apply to your claim. Any question left unanswered or answered in an incomplete way may delay the processing of your claim.
2. If there is insufficient space provided to fully answer any question, please attach an additional sheet of paper with the extra information as required. All such attachments will be subject to the Declaration on this Claim Form.
3. Supporting documentation required is detailed below each section.
4. The issue and acceptance of this form does not constitute an admission of liability by the Underwriter or a waiver of their rights.
5. Please refer to the Summit Product Disclosure Statement and Policy for Claims Conditions.

### About Summit Prestige Home Insurance

Summit Prestige Home Insurance ("Summit") is a registered trading name of SRS Underwriting Agency Pty Ltd ("SRS") ABN 89 113 929 516 AFSL 290518. SRS is a Coverholder and agent for certain underwriters at Lloyd's of London.

### Claims Service Standards

Upon receipt of your completed Claim Form, Summit will contact you as quickly as possible about your claim. Summit is committed to providing the best possible claims service to You and agree to waive Your Excess if, following receipt of a fully completed claim form and all supporting documentation, You or Your representative have not been advised with regard to the acceptance, or otherwise, of liability under the Policy within 10 working days of receipt of the documents by Summit.

### Complaints Handling

If you are dissatisfied with a decision Summit makes, Summit service, the service of others Summit appoints to discuss insurance matters with you, or a claim settlement, Summit has an internal dispute resolution process to assist you. For further information, ask for a copy of the Summit Complaints and Disputes Resolution Policy or visit [www.summitinsurance.com.au](http://www.summitinsurance.com.au).

### Privacy

Summit handles your personal information with care in accordance with the Privacy Act. Summit collects information about you to provide you with insurance products and a claims service. Summit only provides your personal information to certain Underwriters at Lloyd's of London (who may be located overseas), assessors, claims adjusters, legal advisers, and others appointed by Summit or Underwriters to assist in providing relevant products and services, or as required or permitted by law. You may elect not to supply Summit with personal information, however, Summit may then not be able to provide you with insurance products and a claims service. Where you provide Summit with personal information about others, Summit relies upon you to have made them aware of that disclosure and of the Summit Privacy Policy and to obtain their consent. You can ask Summit to update this information at any time and access it unless a legal exception applies. For further information about how Summit treats your personal information, ask for a copy of the Summit Privacy Policy or visit [www.summitinsurance.com.au](http://www.summitinsurance.com.au).

### General Insurance Code of Practice

Summit and Lloyd's of London proudly support the General Insurance Code of Practice. The purpose of the Code is to raise standards of practice and service in the general insurance industry. A copy of the Code can be obtained from [www.codeofpractice.com.au](http://www.codeofpractice.com.au), or from Summit upon request.

1. **Claim Number:** .....

2. **Policy Number:** .....

3. **Policy Details**

(a) Full name(s) of Insured(s): .....

.....

(b) Mailing address of Insured(s): .....

.....

(c) Telephone: Home: ..... Work: ..... Mobile: .....

(d) Do you claim an input tax credit on your home insurance premium?  Yes or  No

If Yes, please provide:

(i) ABN: .....

(ii) Input Tax Credit Entitlement: .....%

Note – if you do not give us your ABN we may have to withhold tax on any monies paid for your claim.

4. **General Details for ALL Property Loss Claims**

(a) Are you the owner of the property lost or damaged?  Yes or  No

If No, please provide details: .....

.....

.....

(b) Is there any other insurance cover in effect that covers all or part of this loss or damage?  Yes or  No

If Yes, please provide details including Insurer, Cover and Date: .....

.....

.....

(c) Where did the loss occur? .....

.....

(d) Actual Date of Loss: .....

(e) Approximate Time of Loss: .....  AM  PM

(f) Was any other party responsible for the loss or damage?  Yes or  No

(g) Please detail how the loss occurred: .....

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5. **Burglary / Theft Claims**

(a) Were the Police notified?  Yes or  No

If Yes, please provide the following information:

(i) Date Reported: .....

(ii) Approximate Time of Report:.....

(iii) Name of police station and the officer's name:.....  
.....

(iv) Crime Reference Number:.....

(b) How was entry to the premises gained? .....  
.....  
.....

(c) Has any of the property been recovered?  Yes or  No

If Yes, please provide details: .....  
.....  
.....

(d) Has anyone been charged for the loss / damage?  Yes or  No

If Yes, please provide details: .....  
.....  
.....

**6. Water Damage Claim**

(a) Is damage due to a recent storm?  Yes or  No

If Yes, please detail the damage sustained.

If No, how did the damage occur.

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.....  
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(b) Did you take any action to minimise the loss?  Yes or  No

If Yes, please provide details: .....  
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(c) Have you arranged to obtain two quotes to repair the damage?  Yes or  No

If No, please make the necessary arrangements.

(d) Please detail the damage sustained: .....

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**7. Third Party (Public Liability) Claims**

(a) What date was the incident reported to you? .....

NOTE: You must NOT admit that you are or believe you are liable.

(b) Has any claim been made against you?  Yes or  No

If Yes, please detail or attach a copy of any correspondence from the third party and/or their solicitor:

.....  
 .....  
 .....

(c) Have you admitted responsibility in ANY way?  Yes or  No

If Yes, please give details of what you have said or done:.....

.....  
 .....  
 .....  
 .....

(d) Please give names and addresses to any witnesses to the alleged incident: .....

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 .....  
 .....

(e) Please describe the circumstances leading to the claim:.....

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 .....  
 .....  
 .....  
 .....

**8. Electrical Damage (Fusion) Claim**

(a) What does the motor operate?.....

.....  
 .....  
 .....

(b) What is the age of the appliance / motor?..... Years





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**Summit Prestige Home Insurance Contact Details**

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**Summit Prestige Home Insurance is a registered trading name of  
SRS Underwriting Agency Pty Ltd ABN 89 113 929 516 AFSL 290518**

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