

Customer Claims Checklist

Motor Vehicle



Name of Policy Holder: _____ Date: _____

AWN Contract No: _____ Rental Vehicle Registration: _____

All Documents (DOC) must be sent with claim to ensure speedy response time

- | | |
|--|--|
| <input type="checkbox"/> DOC - Rental Agreement | <input type="checkbox"/> DOC - Police Report, if applicable |
| <input type="checkbox"/> DOC - Accident Damage Report | <input type="checkbox"/> DOC - Pre-Rental inspection report (if completed) |
| <input type="checkbox"/> DOC - Driving Licence of the Driver | <input type="checkbox"/> DOC - Contact details of any witnesses |
| <input type="checkbox"/> DOC - Finalised invoice of repair | <input type="checkbox"/> DOC - Proof of payment of excess |

If Third Party Vehicle | Person involved

Name: _____ Email: _____ Phone number: _____

Type of Damage

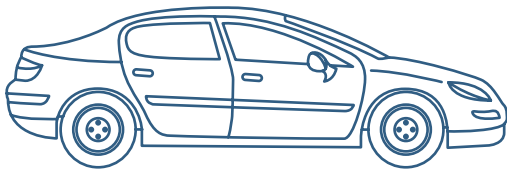
- Scratch Dent Mechanical Undercarriage Glass

Driver at time of accident: _____

Date of accident: _____

Please mark damage to vehicle

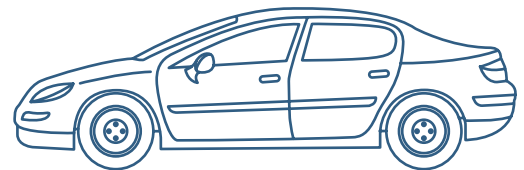
Driver's Side



Front

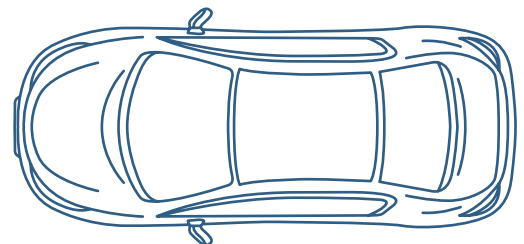


Passenger Side



Top View of Car

Back



Please return form with all required documents to:
Email: claims@claimshub.com.au or Fax: (07) 3806 1505
AWN will contact you or the third party (if applicable) to confirm any additional information.

Claim Payment details - Electronic funds transfer

Name of Bank:

Account Name:

BSB:

Account No:

For international payment, please provide Bank Swift Code:

If paying into overseas bank, what currency is the account in? (e.g. USD):

Claim Declaration

Your Privacy

In the course of providing insurance and processing insurance claims, we need to collect personal and/or sensitive information as defined in Privacy Act 1988 (Cth) (the Act) about persons we insure and persons associated with persons we insure. If an insured does not give us this information, we may not be able to provide insurance or process a claim. In accordance with the Act, our privacy policy contains the information required to be given to persons about whom we collect personal and/or sensitive information. It provides information on how an insured can make a complaint against us for a breach of the Australian Privacy Principles ("APPs"), or registered APP code(s), if any, that binds us.

Your Access to Your Personal and Sensitive Information

An insured can request access to personal and sensitive information that we hold about them. Your rights to access and our rights to refuse access are set out in the Act.

Our Use of Personal and Sensitive Information

We may at any time use personal and/or sensitive information we collect about individuals subject to insurance cover to provide a quotation or assess a proposal for insurance; to provide, amend or renew an insurance policy; or to respond to a claim.

Our Disclosure of Personal and Sensitive Information

We may at any time disclose personal and/or sensitive information we collect to the following types of organisations (some of which may be outside Australia). These include re-insurers; external valuers and appraisers; Loss adjustors, investigators and other organisations retained by us who help us to provide our claims service; professional advisers, such as accountants and lawyers; and other organisations that provide services to us in relation to the provision of insurance. To assist us in providing insurance services to an insured, we may, from time to time, transfer personal and/or sensitive information overseas to the types of organisations listed above in Canada, South Africa, the United Kingdom and the United States of America. Where we do so, we take reasonable steps to ensure it is kept confidential. Our Privacy Policy statement is readily available on our website at www.awninsurance.com.au

Consent

You consent and authorise us to collect, use, store and disclose personal and sensitive information provided either directly by you or your representative or agent in accordance with the Act. Where personal and sensitive information is provided to us by a person, other than yourself, you agree that all necessary consents to collect, use, store and disclose that personal or sensitive information to us have been made or given. Our privacy policy is readily available on our website www.awninsurance.com.au. Alternatively, please contact us if you would like a copy.

Declaration

I/We do hereby declare that the foregoing answers are true and correct. I agree that if I have made or shall make any false or untrue statement, suppression or concealment, my right to claim could be forfeited.

Your Signature:

Date:

For further information, please contact us or go to www.awninsurance.com.au

Please return form with all required documents to:

Email: claims@claimshub.com.au or Fax: (07) 3806 1505

AWN will contact you or the third party (if applicable) to confirm any additional information.