

broken windscreens only



Lumley General Insurance Limited, ABN 24 000 036 279, Lumley House Level 9, 309 Kent Street, Sydney 2000 Ph: (02) 9248 1111 Fax: (02) 9248 1122

N.B. This claim form is to be used for Broken Windscreens Only. If there is any other damage the company's ordinary motor vehicle claim form must be used.

1. Client Details

Insured's name *(BLOCK letters - Please give full name)* Age

Address Postcode

Phone number (w) Phone number (h) Mobile

"Comprehensive" Policy number From *(dd/mm/yyyy)* To *(dd/mm/yyyy)*

Driver's name Driver's age

Licence no. Expiry date *(dd/mm/yyyy)*

2. Goods and Services Tax (G.S.T.)

To ensure you do not incur any unnecessary GST liabilities on this claim please advise your Australian Business Number (ABN), if applicable

Entitlement to an Input Tax Credit in respect of the

(i) insurance premium % and; (ii) vehicle which is the subject of this claim %

3. Particulars of Insured Vehicle

Make of vehicle Model Year

Engine number Registered number

Date of breakage *(dd/mm/yyyy)*

Was broken windscreen? *(tick as appropriate)*

Zone Toughened Laminated Tinted Banded Armour Plate

Was windscreen struck by stone? Yes No If not, state cause

N.B. If these questions do not cover facts of incident please give general description overleaf.

Lumley General Insurance Limited

NSW Lumley House, Level 9, 309 Kent Street, Sydney 2000
Suite 19, 50 Glebe Road, The Junction 2291

VIC Level 3, 99 King Street, Melbourne 3000

ACT Level 4, Perpetual Building, 10 Rudd Street, Canberra 2601

TAS Level 1, 27 Paterson Street, Launceston 7250

SA Level 1, 465 Pulteney Street, Adelaide 5000

WA 50 St George's Terrace, Perth 6000

QLD Level 2, 99 Melbourne Street, South Brisbane 4101
Level 5, Northtown Tower, Flinders Mall, Townsville 4810

NT Level 2, Beagle House, 38 Mitchell Street, Darwin 0800

Phone (02) 9248 1111 Fax (02) 9248 1122
Phone (02) 4925 7500 Fax (02) 4940 0295
Phone (03) 8627 4333 Fax (03) 8627 4312
Phone (02) 6279 0333 Fax (02) 6279 0330
Phone (03) 6345 4700 Fax (03) 6345 4711
Phone (08) 8228 1700 Fax (08) 8228 1777
Phone (08) 9220 8222 Fax (08) 9220 8251
Phone (07) 3307 4800 Fax (07) 3307 4899
Phone (07) 4722 6000 Fax (07) 4724 4398
Phone (08) 8946 4600 Fax (08) 8946 4666

4. Replacement Details

On receipt of the account for replacement please: (Delete item not applicable)

1. Pay the repairer direct
2. Forward your cheque to me/us

IF WINDSCREEN HAS BEEN REPLACED, ATTACH RECEIPT OF ACCOUNT

5. Complaints - Internal and External Complaints Procedure

If you do not agree with any decision we make in relation to the Policy, please write to us stating what you disagree with and why. We will then resolve or attempt to resolve your complaint immediately or we will refer the matter to our Internal Dispute Resolution Committee (IDRC).

If you are not satisfied with a decision by the IDRC, the matter may be referred to an independent dispute resolution body, Insurance Ombudsman Service Limited (IOS), provided the matter falls within their jurisdiction.

Insurance Ombudsman Service Limited

Phone (Toll Free) 1300 78 08 08

Online - www.insuranceombudsman.com.au

Email - ios@insuranceombudsman.com.au

The Insurance Contracts Act 1984 (as amended) requires you to provide all information which Lumley may reasonably require, and stipulates that any omission may adversely affect the cover under your Policy.

If you would like more information on your Duty of Disclosure (or any other aspect), please contact your Authorised Representative, Broker or nearest Lumley office.

6. Privacy

Lumley General Insurance Limited respects Your privacy and complies with the Privacy Act and the National Privacy Principles. A copy of our Privacy Policy and Procedures is available at any of our offices.

I/We declare that the above is a true statement of the facts and matters relating to this claim.

Signature

Date (dd/mm/yyyy)