

**landlords claim form  
tenants default & malicious damage 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

### 1. Client Details

Insured/Landlord's name  Claim number

Policy number  Due date (dd/mm/yyyy)

Agents name

Postal address  Postcode

Phone number  Facsimile number

Property managers name

Insured property address  Postcode

Tenants name

Tenants new address (if known)  Postcode

Please supply full statement of the circumstances of the loss

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

To ensure you do not incur any unnecessary GDT liabilities on this claim please advise your

Australian Business Number (ABN), if applicable

Any entitlement you have to an input tax credit  
 %

### Lumley General Insurance Limited

|     |   |  |  |
|-----|---|--|--|
| NSW | Lumley House, Level 9, 309 Kent Street, Sydney 2000<br>Suite 19, 50 Glebe Road, The Junction 2291             | Phone (02) 9248 1111<br>Phone (02) 4925 7500 | Fax (02) 9248 1122<br>Fax (02) 4940 0295 |
| VIC | Level 3, 99 King Street, Melbourne 3000   | Phone (03) 8627 4333                         | Fax (03) 8627 4312                       |
| ACT | Level 4, Perpetual Building, 10 Rudd Street, Canberra City 2601   | Phone (02) 6279 0333                         | Fax (02) 6279 0330                       |
| TAS | 27 Paterson Street, Launceston 7250   | Phone (03) 6345 4700                         | Fax (03) 6345 4711                       |
| SA  | 465 Pulteney Street, Adelaide 5000  | Phone (08) 8228 1700                         | Fax (08) 8228 1777                       |
| WA  | 50 St George's Terrace, Perth 6000  | Phone (08) 9220 8222                         | Fax (08) 9220 8251                       |
| QLD | Level 2, 99 Melbourne Street, South Brisbane 4101<br>Level 5, Northtown Tower, Flinders Mall, Townsville 4810 | Phone (07) 3307 4800<br>Phone (07) 4722 6000 | Fax (07) 3307 4899<br>Fax (07) 4724 4398 |
| NT  | Level 2, Beagle House, 38 Mitchell Street, Darwin 0800  | Phone (08) 8946 4600                         | Fax (08) 8946 4666                       |

### 3. Claim Details

Date to which rent is paid in full (excluding bond) (dd/mm/yyyy)

Date tenant vacated the property (dd/mm/yyyy)

Period of loss

Weeks

Days

Is there a new tenant?

Yes

No

Date retenanted (dd/mm/yyyy)

Did malicious damage or theft occur?

Yes

No

If yes, please phone Lumley General Insurance immediately

Age of floor coverings (if damaged)

### 4. Bond Dispersal

Total amount of bond

Please specify all bond and uninsured costs such as cleaning, maintenance, excess water, advertising, reletting fees, accidental damage, etc.

Balance of bond remaining after deducting any costs (if any)

Please specify any claim for malicious or intentional damage

Total rent loss (Do not deduct from bond)

Calculated from (dd/mm/yyyy)

To (dd/mm/yyyy)

at (per week)

**Total amount of claim**

**Please attach the following supporting documentation (Please ensure such documentation is legible)**

- Copies of all invoices and/or quotes
- Copy of Tenancy Agreement
- Copy of Application for Tenancy
- Copies of all notices to vacate property by either party
- Copies of all Breach of Condition notices
- Copies of all legal documents (including Bond Release and any Court orders and application)
- Substantiation of rental payments for at least 3 months prior to loss
- Copies of initial and final Property Condition report

**Please make payment direct to**

## 4. Complaints - Internal and External Complaints Procedure

If You do not agree with any decision We make in relation to Your insurance, please write to Us stating what You disagree with and why.

We will then either resolve or attempt to resolve Your complaint immediately or refer the matter to Our Internal Dispute Resolution Committee (IDRC)

If You are not satisfied with a claim decision by the IDRC, the matter may be referred to an **independent** alternate dispute resolution body, "Insurance Enquiries and Complaints Limited" provided it falls within their jurisdiction.

## 5. 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

Dated (dd/mm/yyyy)

**The issue of this claim form is not an admission of liability.**