



## INSURANCE CLAIMS CHECKLIST

Insurance claims are when you need assistance from your Body Corporate Management Company the most, and our clients will testify that we deliver in this department!

This checklist will assist you to ensure you provide the information most insurers will require to resolve your claim situation in the most expeditious manner possible.

**IMMEDIATELY** complete whatever is necessary to ensure the following:

- ✓ Make it safe
- ✓ Make it secure
- ✓ Mitigate damage

### For all claims, please provide the following information:

- Your Full Name, Address, Email and Phone Number
- Body Corporate Name and Address (Including your Lot Number)
- Cause of Loss
- Date of Loss

### SMG will assist with the following:

- CTS Number
- Policy Number
- GST Status

### Additional Information:

#### Water Damage

#### Burst Pipes

- Proof the leak has been fixed (report/invoice)
- For invoices, ask the plumber to break down to include the following:
  - Composition of pipe
  - Hourly rate
  - Search and Fund
  - Plumbing repair
  - Reinstatement

#### Storm Damage

- For invoices, ask repairers to confirm if the storm damage is solely for a single event or involves maintenance issues

#### Vandalism / Malicious Damage

- Police Reports (Police Link) Number required

#### Impact Damage

- Third Party details

#### Glass

- Ask repairer that invoice includes dimensions of glass for price checking

#### Public Liability

- Send immediately, enclosing all correspondence to hand, including Incident Reports