

CLAIM INFORMATION

- When you have suffered damage to your unit your first point of contact is your **Body Corporate Manager** who will then submit a claim to our office on your behalf;
- We understand some matters cannot wait, so if action needs to be taken to prevent any further loss or damage, we would suggest you do this. It also might be necessary to arrange immediate emergency make-safe repairs, especially if the damage poses a hazard to the unit owners, tenants or the general public. Remember that the owners (Body Corporate) have a duty of care, and must respond to any damage as soon as possible regardless if it is going to be claimable; If you need assistance with emergency make-safe repairs contact **Johns Lyng Emergency Brokers Response on 1300 218 992** and advise that you are represented by **Direct Insurance Brokers**;
- Generally speaking when it comes to assessing damage, an insurer will only appoint a loss adjuster on large and/or complex claims (approximately \$4,000 or above) hence we recommend you obtain quotes from either Johns Lyng Group or a local contractor to submit with your claim documents;
- Glass claims can be immediately repaired by contacting one of the following repairers in the first instance to carry out repairs. Have your policy number handy to provide to them and your excess will need to be paid direct to the repairer. These glaziers will lodge your claim direct with the insurer then notify **Direct Insurance Brokers** of your claim.
 1. O'Brien Glass
Ph: 1800 633 721 
 2. Express Glass
Ph: 1300 666 234 
- Any quotes from a contractor should outline the **Cause of Damage** and a scope of work, so your insurer knows exactly what the claim is for, what's involved with repairs, and how much it's going to cost;
- You may also need to provide an invoice showing the cause of the damage has been rectified. Even if this is not claimable under your policy, it shows your insurance company that the cause of the damage has been fixed;
- If you've been told that an item is unrepairable, please get this in writing as your insurer will need this in order to approve replacement rather than repair;
- In some cases you may be required to provide proof of ownership, and this can be in the form of a receipt, photograph, manual, or anything else that shows you owned this item;
- Do not dispose of any damaged items before getting authority from your insurance provider or assessor. Taking photos of the damage can identify the damage and assist with the assessment process and avoid your claim being jeopardised;
- If your claim involves loss of rent and the property is deemed 'uninhabitable', you will need to provide a copy of the tenancy agreement, tenancy ledger and Notice to Leave documents confirming the tenant had to vacate the premises;

Claim forms are available to download from our website: <http://stratabrokers.com.au/claims/>

Insurer Claim Contact Details:

QUS	QUS@gbtpa.com.au	1300 855 230
Zurich	propertyclaims.qld@zurich.com.au	07 3864 6200
Allianz	CLAIMS_0730237696@allianz.com.au	1300 858 649
SCI	myenquiry@scinsure.com.au	03 8618 7001
SUU	claims@suu.com.au	1300 668 066
Longitude	claims@longitude.com.au	02 9930 9590
CGU	claims@cgu.com.au	1300 730 359
AXIS	j.elvey@axisunderwriting.com.au	07 3117 3707
Steadfast IRS	Cwoods@steadfast-irs.com.au	02 9034 5555
Brooklyn UW	russellm@brooklynunderwriting.com.au	02 8274 8133
Chubb	jennifer.mills@propclaims.com.au	02 9464 7234
Resilium	resiliumclaims@gio.com.au	13 14 37
CHU	Claims_Qld@chu.com.au	07 3135 7905