



PLEASE READ CAREFULLY BEFORE COMPLETING

Complaints – Internal and External Complaints Procedure

Underwritten By:
Lumley General
Insurance Limited
ABN 24 000 036 279

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 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 Enquires and Complaints Limited” provided it falls within their jurisdiction.

Privacy

Lumley General Insurance Limited respects Your privacy and complies with the Privacy act and the National Privacy Principles. Parks Insurance Pty Ltd adopts Lumley General Insurance Limited Privacy Statement. A copy of which is available at any Lumley Offices, Parks Insurance Pty Ltd office or our Web site. www.parksinsurance.com.au

Declaration

I/we do hereby declare that the answers on page 1 of the claim form are true and correct, that I/we have in no matter caused the said loss or by any fraud or wilful misrepresentation sought unjustly to benefit by the said event that the information detailed in the Schedule appearing below is a true and faithful account of the actual loss sustained. AND/I we hereby undertake and agree to notify the Underwriter immediately if any of the lost or stolen property mentioned in this claim is subsequently recovered, and at the option of the Underwriter to return the property or to refund the amount of money received by way of compensation in respect thereof.

Insured's Signature: _____ **Date:** / /

Position Held: _____

Witnessed by (Signature): _____

Address of Witness: _____

Description of Property	Year Purchased/ Acquired	Present Replacement Value in new condition	Amount Claimed	Actual Cost of repairs if damaged
Total Amount				
* All repair invoices or receipts must be submitted to the Company prior to the Settlement of the Claim				

* If required, please attach on a separate sheet, any additional information that may assist in settlement of your claim.

* Is there any further information of which the Company should be made aware of:
