

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

FOR ALL CLAIMS, YOU WILL NEED THE FOLLOWING INFORMATION:

- | | |
|--|---|
| <input type="checkbox"/> Contact Details | <input type="checkbox"/> GST Status |
| <input type="checkbox"/> Address | <input type="checkbox"/> Amount Claimed |
| <input type="checkbox"/> Policy Number | <input type="checkbox"/> Photos of Damage |
| <input type="checkbox"/> Date of Loss | <input type="checkbox"/> Invoices and/or Quotes |
| <input type="checkbox"/> Cause of Loss | |

GENERAL CLAIMS:

Water Damage

Burst Pipes

- Invoices to state that the leak has been fixed
- Plumber's invoice to be broken down to include the following:
 - Composition of pipe
 - Hourly rate
 - Search and find
 - Plumbing repair
 - Reinstatement

Storm Damage

- Repairer's invoice to confirm storm damage is solely from a single event or involves maintenance

Vandalism | Malicious Damage

- Police reports required

Impact Damage

- Third party vehicle details
- If a fence is involved, advise whether it is a boundary fence with a neighbour

Glass

- Repairer's invoice to include dimensions of glass for price checking

Public Liability

(Property | Damage | Personal Injury)

- Immediately send to Resolute broker all correspondence to hand including incident's reports

RENT DEFAULT / MALICIOUS DAMAGE CLAIMS:

The following information is required by the insurer for rent default and malicious damage claims only.

- Police event number for malicious damage
- Copy of initial Lease Agreement
- Copy of previous tenancy application
- New Lease Agreement
- Copies of any breach of condition notices
- Copies of all notices to vacate property by either party
- Any evidence the insured/property manager has issued Court orders and applications eg VCAT
- Copies of all legal documents including Bond Release formal notices once the tenant has fallen into arrears
- Copy of bond lodgement
- Copy of bond refund
- Inspection reports for beginning, interim & vacation of lease
- 6 months Tenant ledger up to last payment received
- Reletting invoices (e.g. cleaning, changing locks etc.)

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