



Branch  Policy number  Due date (dd/mm/yyyy)

Have you reported the accident to your insurer? No  Yes  If **Yes**, have they authorised repairs to your vehicle? No  Yes

is the vehicle under finance arrangements? No  Yes   
If **Yes**, with which company

## 5. Loss Details

Is your claim for:

(i) damage to your vehicle? No  Yes

If **Yes**, when and where may your vehicle be inspected? (address of Repairer's premises)

Has the vehicle been repaired? No  Yes

(ii) the excess payable on your insurance? No  Yes

If **Yes**, how much is your excess?

\$

Was the vehicle towed? No  Yes  If **Yes**, please attach receipt

Name and address of Witness(es)  Postcode

Have you attached two written quotations for repair? No  Yes

## 6. Details of Person (or Firm) insured with us

Name

Postal address  Postcode

Make of vehicle  Registration no.

Date of accident (dd/mm/yyyy)  Place of accident

Police station to which reported

**Please supply full statement of the circumstances of the accident**

Please draw a plan of the road showing position and identification of all vehicles, persons and road signs concerned at the time of the accident and show by arrow the direction in which vehicles or persons were travelling.

## 7. 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, Financial Ombudsman Service (FOS), provided it falls within their jurisdiction.

### Financial Ombudsman Service

Freecall 1300 78 08 08

Post: GPO BOX 3, Melbourne Victoria 3001

Website: [www.fos.org.au](http://www.fos.org.au)

Email: [info@fos.org.au](mailto:info@fos.org.au)

## 8. Declaration

Lumley Insurance respects Your privacy and complies with the Privacy Act and the National Privacy Principles. A copy of Our Privacy Policy is available at any of our offices or online at [www.lumley.com.au](http://www.lumley.com.au)

Signature

Date (dd/mm/yyyy)