

broken windscreens only



Wesfarmers General Insurance Limited, ABN 24 000 036 279

NB. This claim form is to be used for Broken Windscreens Only. If there is any other damage the company's ordinary motor vehicle claim form must be used.

1. Client Details

Insured's name *(BLOCK letters - Please give full name)* Age

Address Postcode

Phone number (w) Phone number (h) Mobile number

"Comprehensive" Policy number From *(dd/mm/yyyy)* To *(dd/mm/yyyy)*

Driver's name Driver's age

Licence number Expiry date *(dd/mm/yyyy)*

2. Goods and Services Tax (GST)

To ensure you do not incur any unnecessary GST liabilities on this claim please advise your:

ABN, if applicable

Entitlement to an Input Tax Credit in respect of the

(i) insurance premium % and; (ii) vehicle which is the subject of this claim %

3. Particulars of Insured Vehicle

Make of vehicle Model Year

Engine number Registered number

Date of breakage *(dd/mm/yyyy)*

Was broken windscreen? *(tick as appropriate)*

Zone toughened Laminated Tinted Banded Armour plate

Was windscreen struck by stone? Yes No If No, state cause

NB. If these questions do not cover facts of incident please give general description overleaf.

NSW	Lumley House, Level 9, 309 Kent Street, Sydney 2000 Suite 19, 50 Glebe Road, The Junction 2291	Phone (02) 9248 1111 Phone (02) 4925 7500	Fax (02) 9248 1122 Fax (02) 4940 0295
VIC	Level 3, 99 King Street, Melbourne 3000	Phone (03) 8627 4333	Fax (03) 8627 4312
ACT	Level 4, 10 Rudd Street, Canberra City 2601	Phone (02) 6279 0333	Fax (02) 6279 0330
TAS	Level 11, 27 Paterson Street, Launceston 7250	Phone (03) 6345 4700	Fax (03) 6345 4711
SA	465 Pulteney Street, Adelaide 5000	Phone (08) 8228 1700	Fax (08) 8228 1775
WA	Level 9, 50 St George's Terrace, Perth 6000	Phone (08) 9220 8222	Fax (08) 9220 8251
QLD	Level 2, 99 Melbourne Street, South Brisbane 4101	Phone (07) 3307 4800	Fax (07) 3307 4899
	Level 5, Northtown Tower, Flinders Mall, Townsville 4810	Phone (07) 4722 6000	Fax (07) 4724 4398
NT	Level 2, Beagle House, 38 Mitchell Street, Darwin 0800	Phone (08) 8946 4600	Fax (08) 8228 1775

Lumley Insurance is a trading name of Wesfarmers General Insurance Limited

4. Replacement Details

On receipt of the account for replacement please: *(delete item not applicable)*

1. Pay the repairer direct
2. Forward your cheque to me/us

IF WINDSCREEN HAS BEEN REPLACED, ATTACH RECEIPT OF ACCOUNT

5. 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

Email: info@fos.org.au

6. Privacy

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

I/We declare that the above is a true statement of the facts and matters relating to this claim.

Signature

Date (dd/mm/yyyy)