

HELP US HELP YOU

What to do if you have a claim!

As your Insurance Broker, one of our objectives is to provide you with the very best expertise and service levels. Acclaim, a Willis joint venture company specialising in claims management, are available to provide assistance and guidance in the unfortunate event of you suffering an insurance claim.

- In the event of a claim, please call Acclaim **as soon** as the loss is discovered.
- If we are not advised **immediately**, any action you take may **prejudice** your ability to claim on your insurance policy.
- **Under no circumstances** should you communicate or try to negotiate with any Third Parties particularly in relation to liability or injury matters, until you have spoken with Acclaim. **Notify Acclaim immediately** and they will make sure you are protected in line with your insurance policy requirements.
- You must notify Acclaim of your claim so that the damage or loss can be assessed. **DO NOT engage** contractors or purchase equipment before advising Acclaim.
- **Acclaim will engage a preferred supplier** upon receipt of our claim notification.

We understand that insurance claims occur outside normal business hours. To ensure the highest levels of service, Acclaim operate a 24 hour claims notification service for our Postal clients.

Please place this notice in a prominent position and also advise your staff of the contact numbers below:

§ Monday to Friday 8.30am to 5.30pm:	1300 854 544
§ Weekends, Public Holidays and After 5.30pm Emergencies:	1300 135 790
§ All Glass claims Call:	1800 060 007