

CLAIMS PROCEDURES GENERAL ADVICE ONLY

To complement the careful planning in establishing your Insurance Programme, we advise that the following measures be adopted in the event of an incident which will or may give rise to a claim. By carefully following these procedures, the impact on your business operations will be minimised.

There are number of steps which must be taken immediately:

1. Reporting the Incident or Occurrence

- a. Report the incident to your Insurer by telephone, facsimile or email, wherever practicable, within 24 hours of the incident. Your policy documentation usually provides you with a telephone number, email address or online access to a claims lodgement service, or
- b. Report the incident to Nepean Brokers & Associates Pty. Ltd. by telephone or by email to claims@nepean.com.au

2. Practical Considerations

Regardless of whether or not the claim has been reported or a loss assessor appointed, you must immediately do whatever is necessary to prevent further loss of life or property damage. For example:

- Call the fire brigade, ambulance, police or other appropriate emergency service.
- If during business hours, ensure the evacuation, if necessary, of staff and neighbours.
- If critical machinery fails, commence investigations to locate replacement plant or services.
- Have a security company install boarding over smashed windows and, if appropriate, employ an overnight security watchman.
- Remove property which is exposed to further loss or damage to a more secure place if possible.
- Providing no danger to life or limb is involved, ensure the safe removal and storage of vital business records.

3. Documentation

Complete all claims documentation as soon as practicable (ensuring your ABN No. and Input Tax Credit entitlement are included) and forward to Nepean Brokers & Associates Pty. Ltd. with any supporting documents.

4. Correspondence with Third Parties

Whatever the circumstances of the incident **DO NOT ADMIT LIABILITY EVEN IF YOU THINK YOU ARE AT FAULT**. Apart from any initial exchange of details, all correspondence should be in writing. Do not accept telephone calls or personal visits from any person or their representative with whom you are engaged in a claim.

Your Insurer may be entitled to deny a claim or pay a reduced amount if statements made by you or your employees prejudice the Insurer's position.

It is impossible to give guidelines for procedures to follow in **every** claim, simply because of the nature of accidents;

- they cannot be predicted
- they do not follow set patterns

However, the above general procedures can be relied upon to cover most circumstances.

Disclaimer

This advice does not take into account any of your particular objectives, financial situation or any possible claim circumstances. For this reason, before you act on this advice, you should consider the appropriateness of the advice taking into account your own objectives, financial situation and any possible claim circumstances.