

MARSH ADVANTAGE INSURANCE

HOW TO MAKE A CLAIM

IF YOU HAVE A CLAIM, PLEASE FOLLOW THIS PROCESS SO IT CAN BE SORTED OUT QUICKLY AND EASILY

STEP ONE: GET YOUR PERSONAL ACCIDENT CLAIM FORM

You will need to let Sportscover know about the incident within 30 days of it happening. You can do this by requesting the form online or by calling the Sportscover hotline on:

1300 134 956 - Australia only

Filling out this online form:

www.sportscover.com/claim_request.asp

STEP TWO: FILL IT OUT AND SEND IT BACK

Fill out the claim form with your details, and provide as much information as you can about the incident. Make sure you give Sportscover copies of all relevant documents, including:

- Medical evidence
- Proof of age
- Proof of occupation
- Employee certificates
- Related receipts
- Any other documents you think may be required by Sportscover.

Send all the information by post back to Sportscover:

Sportscover Claims Department

Locked Bag 6003

Wheelers Hill, Victoria, 3150

STEP THREE: YOUR CLAIM NUMBER AND PIN

After you have sent them the claim form and all the relevant information, Sportscover will provide you with a claim number and Internet Access PIN.

You need to enter this claim number on all future paperwork to Sportscover during this claims process.

If you want to monitor the claim process, or if you have found any problems that you need to change, log on to **www.sportscover.com/claims.asp** by entering your claim number and Internet Access PIN given to you.

COMBINED LIABILITY POLICY

Claims made against you by members of the general public for personal injury or damage to their property arising from the conduct of your business are regarded by insurance companies as extremely serious.

It is essential that **under no circumstances** should any admission of liability or offer to pay an amount be given to the person concerned and that you notify Sportscover or Marsh Advantage Insurance immediately on the below details to ensure that your interests are fully protected.

SPORTSCOVER

Locked Bag 6003

Wheelers Hill, Victoria 3150

Phone: 1300 134 956

Fax: 03 8562 9111

www.sportscover.com/claims.asp

MARSH ADVANTAGE INSURANCE

Phone: 1300 306 383

Email: sport@marshadvantage.com

Marsh Advantage Insurance Pty Ltd (ABN 31 081 358 303, AFSL No. 238 369) arranges the insurance and is not the insurer. The insurance is administered by Sportscover Australia Pty Ltd (ABN 43 006 637 903, AFSL No. 230 914), who act under authority from certain Underwriters at Lloyd's. For full details of the terms, conditions and limitations of the cover, please refer to the policy documents available from Marsh Advantage Insurance on request.