

ELECTRICAL DAMAGE

CLAIM REPORT



Please retain this page for your information

ABOUT YOUR CLAIM

- We will contact you as quickly as possible about your claim.
- If we need more information, we will contact you.
- Please refer to your policy booklet for more information about how your claim will be handled.
- If you have any questions about your claim, please contact your local CGU Insurance office. The telephone numbers are:

Adelaide	(08) 8405 6300	Perth	(08) 9278 1333
Brisbane	(07) 3212 7878	Sydney	(02) 8224 4000
Launceston	(03) 6345 3500	Ballarat	(03) 5320 1444
Melbourne	(03) 9601 8222	Newcastle	(02) 4935 7100

HOW YOU CAN RESOLVE A DISPUTE WITH US

Our dispute resolution system is free and works like this:

1. Please advise the staff at your local CGU Insurance office (phone numbers above) if you are dissatisfied with:
 - our decision on your claim,
 - our handling of your claim,
 - the services of our loss adjuster or investigator.
2. The staff member will try to resolve the problem.
3. If unable to resolve it, the staff member will refer it to the supervisor or manager, for immediate attention.
4. If this fails to resolve your problem, you may request that the problem be referred to a Dispute Resolution Officer. This Officer will investigate the dispute and try to reach a satisfactory outcome with you, normally within 21 days of the date you requested the service of a Dispute Resolution Officer.
5. If you do not accept our decision, you may take the problem to the **General Insurance Claims Review Panel**, for an independent investigation. The Panel can assist with private consumer and some small business type claims.

The telephone number for the Claims Review Panel is **1300 363 683**.

More detailed information about this process is available from your local CGU Insurance office.

Declaration

I declare that to the best of my knowledge and belief the information in this form is true and correct and I have not withheld any relevant information.

I consent to CGU Insurance using my personal information I have provided on this form for the purpose of processing my claim. I understand that if I choose not to provide the required details, this is my choice, however, CGU Insurance may not be able to process my claim.

* I consent to CGU Insurance disclosing my personal information to other insurers, an insurance reference service or as required by law. I consent to CGU Insurance also disclosing my personal information to and/or collecting additional information about me, from investigators or legal advisors.

**Signature of insured or person with authority to sign
for and on behalf of a company or partnership**

Date

** This consent only applies when a claim is submitted in relation to a policy issued to the individual, not a company or business.*

Please indicate the number of additional pages attached to this claim report

When complete, please forward the report to:

- **CGU Insurance Limited, GPO Box 9902 in the capital city of your state or**
- **our agent or your broker or**
- **your local CGU Insurance office.**

ELECTRICAL DAMAGE — ELECTRICIAN'S REPORT

If the repairs would be uneconomical and the item needs to be replaced, please give a quotation below itemising the repairs that would have been required.

We will repair, replace or reinstate the damage, at our option.
We will advise our insured which of these we will do.

Customer's name

Repair Quotation

Item needing repair

Manufacturer

Date of manufacture Model number

 / /

Serial number of item

Make of motor/generator

Power KW

HP

Voltage

Age

Serial number of motor

Details of damage

Breakdown of repair and service charges

(If replacement of the motor, generator or sealed unit is recommended, show the amount allowed on the old unit in the replacement unit panel below)

Motor/Generator parts

Winding of

- Stator

- Armature

Brushes

Bearings

Capacitor

Switch gear

Actual cause of damage (e.g. fused, worn, broken)

\$
Amount
charged
(inc. GST)

Sub-total \$

Sealed unit parts

Motor

Compressor

Ancillary fan

Electrical controls

Auxiliary equipment

Refrigerant:
flushing & recharging

Actual cause of damage (e.g. fused, worn, broken)

\$
Amount
charged
(inc. GST)

Sub-total \$

Sub-totals
(inc. GST) \$

Transfer sub-totals to 'Transferred sub-totals' box on reverse of this page ►►

Transferred sub-totals \$

**\$
Amount
charged
(inc. GST)**

Replacement unit

Cost of replacement unit

Less amount allowed on old unit

Sub-total \$

Other parts

Parts not described above

(e.g. circuit breakers, mechanical items, casings, seals)

**\$
Amount
charged
(inc. GST)**

Sub-total \$

**\$
Amount
charged
(inc. GST)**

Service charges

Labour

Removal and installation

Hire of loan motor inc. installation and removal

Overtime costs

Transport costs

Other charges: please detail

Sub-total \$

**Total parts and charges
(inc. GST) \$**

**Total
(inc. GST) \$**

Electrician's details

Name of company repairing item

Telephone number

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Address

Postcode

Name of electrician or technician

Qualifications

ABN

: : : : : : : : : :

Signature

Date

/ /

