

Guardian Underwriting Services Pty Ltd

ABN 21 051 930 105 AFS Licence 255319
 137 Moray Street South Melbourne 3205
 Telephone 03 8699 8800
 Facsimile 03 8699 8810

insure@guardianunderwriting.com.au



PROFESSIONAL INDEMNITY CLAIM NOTIFICATION FORM

This form must be completed by a Partner/Director/Principal of the Insured
 All questions must be answered as fully as possible using additional sheets if necessary
 Copies of relevant documentation should be attached.

Certificate Number:		Expiry Date	
Insured:			
Address:			
Occupation:			
Telephone (private)		Telephone (work)	
Telephone (mobile)		E Mail address	
Tax Status:	Registered <input type="checkbox"/> Yes <input type="checkbox"/> No		Taxable %
Other Parties (party claiming against the Insured) or possible Claimant.			
Full name and address of the Claimant			
When did the Insured perform the work out of which the claim arises or may arise?			
Please provide the name of the person within the firm/company who actually performed the work or against whom the claim or possible claim is principally directed.			
On what date did the Insured first become aware of the matter complained of or the circumstance which may give rise to a claim?			
On what date was the allegation of negligence or the intimation of a claim (by the Claimant) first made against the Insured?			
(a) Was the first intimation verbal or in writing? (If in writing please attach a copy)			
(b) If verbal, please give a "first person" account of the conversation.			
What is the amount claimed?			

(a) What was the Insured retained (contracted) to do?	
(b) Was the Insured's retainer (contract of/for services) evidenced in writing? If so, please attach a copy. If not, please provide appropriate particulars.	
Please provide a narrative of the facts and circumstances. Please include the following;	
(a) What is your response to the allegations made against you? Are they justified?	
(b) Was the work carried out in accordance with standard, acceptable procedures at the time the work was completed?	
Are there additional details about which you wish to advise, or which may be of interest to the Insurers, to provide Insurers with a better understanding of this matter? If so, please provide details (along with supporting documentation).	

Guardian acts under a 'Binding Authority Agreement' which gives Guardian authority to bind insurance contracts and / or settle claims. Guardian is not the Insurer for this contract and is not liable for any claim.

The Insurer is various Underwriters at Lloyds of London.

If you are not happy with the way that your claim has been handled please contact us and we will provide you details of our Internal Dispute Resolution Procedures and / or details of external Dispute Resolution alternatives.

Declaration: The information and answers given above are true and correct in every detail.

I understand the claim may be refused or reduced if information is withheld or incorrect.

I/We give authority to the Insurer of our motorcycle, to give or to obtain from any other insurance company, insurance reference bureau or similar organisation any information in relation to insurance matters or claims history.

SIGNATURE OF INSURED:		DATED	
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I, _____ (print name in full), Partner/Director/Principal of the Insured and on behalf of the Insured declare the above answers to be true AND acknowledge that the Insurer(s) may make its/their decision on indemnity having regard to these answers.

WHAT TO DO

- 1 Please complete all sections of this form (state N/A if not applicable).
- 2 Send this form to Guardian Underwriting Services Pty Ltd
 - 137 Moray Street South Melbourne Vic 3205, or
 - Fax 03 8699 8810 or
 - insure@guardianunderwriting.com.au
- 3 Provide copies of all relevant documents and information to us by email, fax or mail.
- 4 Once we have the notification we may arrange for an investigator or assessor to contact you to gather more information.
- 5 You must tell us about and send us a copy of any notice, letter, claim, writ or summons as soon as possible after you receive it

DISPUTES

Guardian has developed an internal procedure for dispute resolution so that if at any time our products or services have not met your expectations You or an Insured Person can contact Us.

Our Complaints and Disputes Resolution procedures will refer the complaint to senior management for review and a response within 15 working days.

If this does not resolve the issue or You or an Insured Person are not satisfied with the way a complaint has been dealt with, we will provide You with access to the Lloyd's General Representative in Australia who can review Your complaint.

If You or an Insured Person are still dissatisfied, the complaint may be referred, at no cost to you, to the Insurance Ombudsman Service operated by Insurance Ombudsman Service Limited under the terms of the General Insurance Code of Practice.

PRIVACY

Guardian Underwriting Services Pty Ltd has always protected the privacy of personal information of our valued clients. The standards by which we handle this personal information have now been set by the Privacy Act and the National Privacy Principles (NPP), which came into effect on 21st December 2001.

All Staff, Broker Representatives, Agents and Contractors have agreed to hold all information in confidence and not use it for any purpose except to carry out the service they are providing. We do not sell or share names, addresses or any other information with third parties, except to the extent necessary to complete our obligations as an Underwriting Agency or as stated in this document.

How & why do we require your Personal Information

We collect information either directly from the relevant individuals or in some cases, from third parties. They may provide information for someone else requiring the benefit of the services that we offer, such as a nominated driver, director or officer or other staff member.

The information is collected to allow us to provide our insurance services including to arrange and place insurance cover, assess and underwrite risks, and to properly administer your claims.

What we expect of you

When you provide us with information about other individuals, we rely on you to have made, or make them, aware that you will or may provide their information to us, the types of third parties we may provide it to, the relevant purposes we and the third parties will use it for and how they can access it. If it is sensitive information, we rely on you to have obtained consent to the above. If you have not done these things, we expect you to tell us before you provide the relevant information. If you collect, use, disclose, or handle personal information on our behalf, or receive it from us, you & your representatives must meet the relevant requirements of the NPP set out in the Privacy Act 1988 and only use and disclose it for the purposes we agree to.

Transfer of information overseas

We may transfer your personal information overseas where it is necessary to provide our service. Some insurers or reinsurer's are based overseas and we need to provide your personal information to them to arrange your cover.

Opting out

We regularly distribute to our clients information about our products & services, such as newsletters, which we believe may be of interest to you. If you do not wish to receive this additional information, please contact our office.