

# **ELECTRICAL DAMAGE**

## **INSURANCE CLAIM REPORT**

## 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 CGU Insurance on 13 24 80 (13 CGU 0).

## 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 CGU Insurance office on 13 24 80 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 attention. A decision concerning your complaint will be made within 15 business days of receipt.
4. If this fails to resolve your problem, you may request that the problem be referred to our internal dispute resolution staff. They will investigate the dispute and try to reach a satisfactory outcome with you, normally within 15 business days of the date you requested a referral.
5. If you do not accept our decision, you may take the problem to the Financial Ombudsman Service (FOS), for an independent investigation. The FOS can assist with private consumer and some small business type claims.

The telephone number for the Financial Ombudsman Service is 1300 780 808.

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



11. At what address is the item used?

Postcode

12. Where can we inspect the item?

13. Please describe what happened

14. For what purpose was the item being used?

Domestic

Business

15. Who is repairing the item?

Name of repairer

Address

Postcode

- A licensed electrical repairer must also complete and sign the report overleaf.
- Please keep all damaged parts until your claim is settled. We may need to inspect them.

Has the repairer been paid?

No

Yes

**Please attach the repair account**

16. Is the item under manufacturer's guarantee or warranty?

No

Yes

Indicate if from purchase date

or from last repair

Name of guarantor

Approximate amount owing

\$

Address

Postcode

17. Do you owe money on the damaged item?

No

Yes

Lender's name

Approximate amount owing

\$

Address

Postcode

18. Was there any loss of frozen food as a result of the breakdown?

No

Yes

List of damaged items	Amount claimed
	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$
<b>Total</b>	\$

Please read and sign the declaration on the opposite page.

## 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/we agree that, by submitting this form, the personal information I/we provide to CGU Insurance in this form or otherwise may be collected, held, used and disclosed in the manner set out in the CGU Privacy Policy found at [www.cgu.com.au/privacy](http://www.cgu.com.au/privacy), including for processing this claim.

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

Date

 /  / 

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

**When complete, please forward the report to:**

**Email - [claims@cgu.com.au](mailto:claims@cgu.com.au)**

**Post - CGU Insurance, GPO Box 2852 MELBOURNE VIC 3001**

**or send it to us via your Agent or Broker**

**Alternatively, claims can be lodged over the telephone 24 hours a day,  
7 days a week by calling us on 13 24 80 (13 CGU 0)**

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	Actual cause of damage (e.g. fused, worn, broken)	Amount charged (inc. GST)
Winding of Stator		\$
Winding of Armature		\$
Brushes		\$
Bearings		\$
Capacitor		\$
Switch gear		\$
<b>Sub Total</b>		\$

<b>Sealed unit parts</b>	<b>Actual cause of damage (e.g. fused, worn, broken)</b>	<b>Amount charged (inc. GST)</b>
Motor		\$
Compressor		\$
Ancillary fan		\$
Electrical controls		\$
Auxiliary equipment		\$
Refrigerant (flushing & recharging)		\$
<b>Sub Total</b>		\$

<b>Replacement unit</b>	<b>Amount charged (inc. GST)</b>	
Cost of replacement unit	\$	
Less amount allowed on old unit	\$	
<b>Sub Total</b>		\$

<b>Other parts: Parts not described above (e.g. circuit breakers, mechanical items, casings, seals)</b>	<b>Amount charged (inc. GST)</b>	
	\$	
	\$	
	\$	
	\$	
<b>Sub Total</b>		\$

<b>Service charges</b>	<b>Amount charged (inc. GST)</b>
Labour	\$
Removal and installation	\$
Hire of loan motor inc. installation and removal	\$
Overtime costs	\$
Transport costs	\$

<b>Other charges (please detail)</b>	<b>Amount charged (inc. GST)</b>	
	\$	
	\$	
	\$	
<b>Sub Total</b>		\$

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

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

## Electrician's details

Name of company repairing item

Business telephone no.

Address

Postcode

Name of electrician or technician

Qualifications

ABN

Signature

Date



## CONTACT DETAILS

**Enquiries** 13 24 81

**Claims** 13 24 80

### Mailing address

GPO Box 9902 in your capital city

#### Sydney

388 George Street  
Sydney NSW 2000

#### Melbourne

181 William Street  
Melbourne VIC 3000

#### Brisbane

189 Grey Street  
South Bank QLD 4101

#### Perth

46 Colin Street  
West Perth WA 6005

#### Adelaide

80 Flinders Street  
Adelaide SA 5000



[CGU.COM.AU](https://www.cgu.com.au)



Insurer  
**Insurance Australia Limited**  
ABN 11 000 016 722 AFSL 227681  
trading as CGU Insurance.

backed by 