

INSURANCE ONLINE CLAIM FORM



In order for us to lodge your insurance claim, we need to obtain some specific information. Please complete the Online Claims Form and return to Risk Insure via post, fax or email.

Risk Insure will assess your claim and contact you via phone/email in order to progress your claim within 2 business days.

IMPORTANT:

Please note that if you do not supply all relevant information requested in this form, processing of your claim may be delayed.

Section One				
PERSONAL DETAILS – Insured Customer				
Title				
Full Name				
Postal Address				
Postal Suburb		Post Code		
Day Time Contact Number	()			
Alternate Contact Number	()			
Email Address				
Would you like to authorise another person/s on your insurance claim?		YES	NO	
Authorised Person/s Details	Full Name: (Mr/Ms/Miss)			
	Relationship:			
	Contact Number/s:			
Authorised Person/s Details	Full Name: (Mr/Ms/Miss)			
	Relationship:			
	Contact Number/s:			

Section Two				
POLICY DETAILS				
Mobile Service Provider	(Please Circle) Telstra / Optus / Vodafone / Three / Virgin / Other			
Insured Mobile Service Number <small>(Tablet Claims only enter if applicable)</small>				
Insured Mobile IMEI Number or Tablet Serial Number				
<small>You can locate the IMEI via your contract, purchase receipt, original packaging/box, dialling *#06#, on your SIM tray or under your battery at the back of your handset.</small>				
Insured Mobile/Tablet Make				
Insured Mobile/Tablet Model				
Insured Mobile/Tablet Colour				
Are you the user of the Insured Mobile/Tablet?	YES	NO	If NO please supply below User Details	
Mobile/Tablet User Details	Full Name: (Mr/Ms/Miss)			
	Relationship:			
	Contact Number/s:			
<small>If the Mobile/Tablet end user is under 18 years old the claim will need to be submitted by the legal guardian.</small>				
Has the Mobile/Tablet ever been repaired or replaced under warranty?	YES	NO		
<small>Please attach your warranty documents to the Claim Form, if you fail to do so your claim may be delayed.</small>				

Section Three	
INCIDENT DETAILS – Damaged Mobile / Tablet	
Date the Mobile/Tablet was damaged: <small>Please provide DD/MM/YYYY</small>	
Time the Mobile/Tablet was damaged:	AM / PM (please circle)
<p>How did the damage occur?</p> <p>Please provide a specific and detailed explanation of how the damage occurred.</p> <p>Failure to provide specific and required detail may result in your claim being rejected or delayed</p> <p>If you do not have sufficient space to complete your explanation of damage please use a separate piece of paper and attach to your Claim Form.</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>

INCIDENT DETAILS – Damaged Mobile/ Tablet Continued

<p>Please detail the damage / faults occurring with your Mobile/Tablet</p> <p>Example: screen cracked, turns off intermittently, can not hear audio</p> <p>Please list all faults / damage to ensure correct assessment of the device.</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	
Does the mobile/tablet switch on?	YES	NO
Has the mobile/tablet ever sustained liquid damage?	YES	NO
Has the mobile/tablet ever sustained physical damage?	YES	NO
What mobile service number was in the handset at the time of damage?		
<p><i>If your device has not suffered any physical or liquid damage; You are entitled to the free 24 months manufacturer's warranty. Risk Insure will not accept claims that fall under manufacture's warranty.</i></p>		

Section Four

INCIDENT DETAILS – Lost or Stolen Mobile / Tablet

What incident has occurred?	LOST	STOLEN
Exact date the device was lost/stolen: <small>Please provide DD/MM/YYYY</small>		
Exact time the device was lost/stolen:	AM / PM (please circle)	
We require a detailed time line of your incident of loss / theft		
Before your theft/loss what was the last date & time you saw your device?	<small>Please provide DD/MM/YYYY</small>	
	AM / PM (please circle)	
What Mobile Service Number was in the device at the time of theft/loss?		
Was there anything else stolen/lost?	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	

INCIDENT DETAILS – Lost or Stolen Mobile / Tablet Continued

<p>How did the theft/loss occur?</p> <p>Please provide a specific and detailed explanation of how the theft/loss occurred.</p> <p>Failure to provide specific and required detail may result in your claim being rejected or delayed</p> <p>If you do not have sufficient space to complete your explanation of theft/loss please use a separate piece of paper and attach to your Claim Form.</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>
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Was the device in your possession at the time of theft/loss?	YES	NO
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If NO please provide details of who was in possession of the device and why?	<p>.....</p> <p>.....</p> <p>.....</p>
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Have you requested your IMEI to be blocked?	YES	NO
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A Police Report Number is required for all lost/stolen claims; if it is a criminal offense a hard copy police report will be required.

Police Reference Number	
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Police Station Reported at?	
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Date Police Report was made?	Please provide DD/MM/YYYY
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Have you had your SIM replaced?	YES	NO
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What date and time was your SIM replaced?	Please provide DD/MM/YYYY
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	AM / PM (please circle)
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Section Five

IMPORTANT INFORMATION

Please note all insurance claims have an applicable excess. Please refer to your Product Disclosure Statement for the applicable excess. Do not send any excess with this form; all excess payments will be collected at the approval of the claim.

If you are utilising email to communicate with Risk Insure please check your junk mail filters and ensure Risk Insure emails are not filtered incorrectly.

If you are on Risk Insure’s monthly policy option/s you will need to ensure that your Mobile Service Account has been paid in full before Risk Insure will entertain your claim. Your policy details will also be checked directly with your Mobile Service Provider.

If you are an annual policy via Epay or Phone Insure please make sure you have registered your policy on the www.phoneinsure.com.au website.

LEGAL DECLARATION

Risk Insure exercises utmost good faith. If at anytime during the claims process it is suspected that anyone is attempting to defraud the insurer, Risk Insure will instigate legal action to prosecute those responsible for fraudulent activity and involve the Australian Federal Police and other relevant Australian Authorities.

I PRINT FULL NAME HERE declare that the information I have supplied in this claim form is true in every respect SIGNITURE OF CLAIMANT , DD/MM/YY

Please forward your completed Claim Form and attached documents where applicable to the below options:

Post	Mobile Claims PO Box 7087 Hutt Street Adelaide SA 5000
Email	mobileclaims@riskinsure.com.au
Fax	(08) 8232 5411

Please allow 2 working days for your claim to be progressed and for your Case Manager to contact you and advise of the next steps. If you have any questions please contact Risk Insure Claims Team on 1300 303 774 Monday – Friday 08:30am – 06:00pm EST, closed national public holidays and weekends.