

HOW TO MAKE A CLAIM?

Home/Landlords/Business/Motor

- Complete claim form or contact our office direct
- Return claim form with supporting documentation (refer to what information do I need to provide) (via, email, fax or mail)
- Awaiting advice from broker with claim acknowledgment

Windscreen

Windscreen Obrien's are recommended repairers for the following insurance companies:

- Allianz Insurance
- Ansvar Insurance
- CGU Insurance
- Zurich Insurance

All the above Insurers you are able to go directly to Windscreen Obrien's with your policy number and repair your windscreen.

Vero Insurance – you will need to contact our office and we will need to lodge a claim for you and provide you with a claim number before contacting Windscreen Obrien's.

Lumley Insurance – Windscreen Obrien's provide claim forms for our insured's to complete and they also lodge a claim then and there.

What you will need to provide in the event of lodging a claim

Home/Business/Landlords

- Proof of ownership (example photos, receipts, manuals)
- Quote for replacement of the Item equivalent to what you previously had
- Repair report confirming the damage/cause of damage/whether the item can be repaired or not
- Water damage claims, your insurer will need proof that you have repaired the leak to eliminate the cause of more damage
- Tenant lease agreement for loss of rent claims
- Invoice for replacement of the item

Motor Vehicles

- Details of when the accident happened, where the accident happened
- Approximate time of day
- Details description of what has happened
- Vehicle description
- Third party details (name, contact number, address, registration number, vehicle description) in order to consider waiving excess
- Damage to vehicle
- Where the vehicle is situated in order to get assessed
- Driver details
- Provide two quotes for the cost to repair your vehicle