

torque insurance claim form



Lumley General Insurance Limited, ABN 24 000 036 279, Lumley House Level 9, 309 Kent Street, Sydney 2000 Ph: (02) 9248 1111 Fax: (02) 9248 1135

When you call, we will:

- ✓ arrange for the damaged vehicle to be towed to your preferred repairer or a Lumley Network Repairer
- ✓ arrange to have the vehicle quoted, assessed and repaired
- ✓ provide a guarantee for all repairs completed at a Lumley Network Repairer.

If the vehicle is drivable:

Your Torque policy provides you with the choice of your repairer. Take your vehicle to your preferred repairer or our Lumley Network Repairer and arrange for a quotation. Ask the repairer to contact Torque and arrange an assessment for the day on which the vehicle is booked in. Where possible, leave a copy of the Claim Form with the repairer prior to it being assessed. If you don't know where the nearest Lumley Network Repairer is located, just ring your nearest aTorque office or go to our website www.lumley.com.au for a complete listing.

If there is no damage to your vehicle:

Complete your claim form, and post or fax it (with any correspondence received from the other party) to your nearest Torque office, listed at the bottom of this page.

Privacy

We respect your privacy and we comply with the Privacy Act and the National Privacy Principles. A copy of our Privacy Statement is available at any of our offices.

Complaints procedure

If you do not agree with any decision we make in relation to the Policy, please write to us stating what you disagree with and why. We will then resolve or attempt to resolve your complaint immediately, or we will refer the matter to our Internal Dispute Resolution Committee (IDRC).

If you are not satisfied with a Claim decision by the IDRC, the matter may be referred to an independent dispute resolution body, Insurance Enquiries and Complaints Limited (IEC), provided the matter falls within their jurisdiction.

The Insurance Contracts Act 1984 (as amended) requires you to provide all information which Lumley may reasonably require, and stipulates that any omission may adversely affect the cover under your Policy.

If you would like more information on your Duty of Disclosure (or any other aspect), please contact your broker or nearest Lumley office.

Torque

Phone 1300 369 769 Fax 1300 369 389

NSW	Lumley House, Level 9, 309 Kent Street, Sydney 2000	PO Box Q338 QVB Sydney 1230
VIC	18-20 George Street, Sandringham 3191	PO Box 99 Sandringham 3191
ACT	Level 4, Perpetual Building, 10 Rudd Street, Canberra City 2601	GPO Box 805 Canberra City 2601
SA	465 Pulteney Street, Adelaide 5000	PO Box 844 Unley 5061
WA	50 St George's Terrace, Perth 6000	GPO Box Z5424 Perth 6831
QLD	Level 2, 99 Melbourne Street, South Brisbane 4101	GPO Box 524 Brisbane 4001

1. Insured Details

Insured/Company

Address

Postcode

Policy number

Phone number

Email

Goods and Services Tax:

(a) Australian Business Number (ABN), if applicable

(b) entitlement to an Input Tax Credit in respect of:

(i) Insurance premium % and (ii) vehicle which is the subject of this claim %

2. Insured Vehicle Details

Year

Make

Model

Colour

Registration number

Finance company (if applicable)

Use of the vehicle at the time of the loss/damage (✓) Daily Twice weekly Twice monthly Business Restoration/
storage

3. Claim Details

Claim Type (✓) Collision (go to Section 4) Theft (go to Section 6) Hail / Flood / Fire / Windscreen (go to Section 8)

4. Driver Details

Driver (✓) Insured Family member Other

Name

Address

Postcode

Phone number

Mobile number

Date of birth (dd/mm/yyyy)

Drivers licence number

Class

Expiry Date (dd/mm/yyyy)

Driving experience (years)

Did the driver consume any alcohol or take any drugs within the 12 hours prior to the collision?

If Yes, please state how much, when and with whom

Yes

No

Was the driver sober at the time of the collision?

Did the driver undergo a breath or blood test?

If Yes, please state the result and attach a copy of test result

5. Other Party Details

Driver's name

Driver's address

Postcode

Driver's phone number

Date of birth (dd/mm/yyyy)

Driver's licence number

Registered owner

Owner's address

Postcode

Owner's phone number

Year

Make

Model

Colour

Registration number

Insurance company

Estimated cost of damage

Area of damage to the other vehicle

Please advise of any other property damage (eg building, fence etc)

6. Witness Details Please indicated on diagram of accident in section 8 where witness was located.

Name

Address

Postcode

Phone number

Age

7. Police Involvement

Did the Police attend the collision / theft scene?

Yes

No

If No, was the incident reported to Police?

If Yes, which Police Station? (Please also attach a copy of the police report)

Who do the Police consider was at fault?

8. Details of the Loss/Damage

Date (dd/mm/yyyy)

Time

am

pm

Where did the loss / damage occur?

Who do you consider responsible for the loss / damage, and why?

Describe the weather at the time of the loss / damage.

What speed were the vehicles travelling at the time of the loss / damage occurring?

Your vehicle

Other vehicle

Section 8 cont...

Describe how the loss / damage occurred.

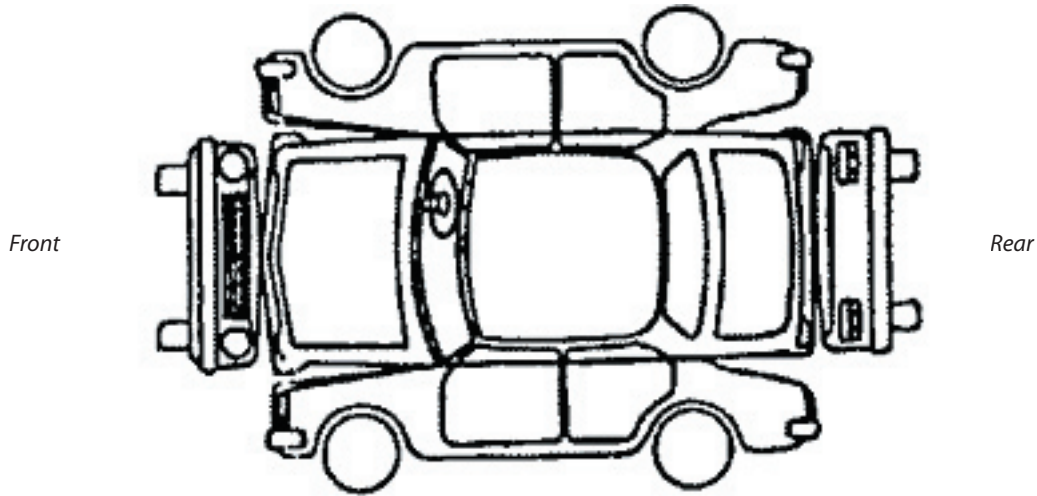
[Empty text box for describing loss/damage]

Was there any damage to your vehicle prior to this loss/damage occurring? Yes No

If Yes, please provide details.

[Empty text box for providing details of prior damage]

Please indicate on the diagram below, the area of damage to your vehicle.



If damage was sustained in a collision, please draw a diagram of the incident indicating travelling direction and location of all vehicles involved

[Empty area for drawing a collision diagram]

Legend
 O Stop Sign
 X Traffic Lights
 △ Give Way

Was your vehicle towed from the accident scene? Yes No

If yes, by whom and to where was it towed?

[Empty text box for tow details]

Is your vehicle currently at a repair shop? Yes No

If yes, at which repair shop?

[Empty text box for repair shop name]

If no, please provide contact details so we may arrange to assess damage to your vehicle

[Empty text box for contact details]

9. Declaration

This information is, to the very best of my knowledge, true in every respect.

Signature of driver

[Signature box for driver]

Signature of authorised manager or insured

[Signature box for manager/insured]

Date (dd/mm/yyyy)

[Date box for driver]

Date (dd/mm/yyyy)

[Date box for manager/insured]