

# Machinery and computer claim form



If you need more room for your answers, please attach a separate sheet, indicating the Section and Question you wish to complete.

Claim number

Policy number

To notify us of your claim please either:

1. Call **1300 888 073** to speak to a Claims Professional who will be happy to lodge your claim over the phone, or
2. Complete this claim form, attach any documents and send it to:

GPO Box 346      18 Jamison St  
Sydney NSW 2001      Sydney NSW 2000

Facsimile: 1300 066 950

Email: lodgeclaim@vero.com.au

## Section 1 – Insured and policy details

Full name of insured

Postal address

	State	Postcode
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Telephone B/H

Telephone A/H

Facsimile number

Mobile

Email address

## Section 2 – Goods and Services Tax (This section must be completed for all claims)

To ensure you do not incur any unnecessary GST liabilities on your claim please complete these details.

Are you registered for GST purposes? No ☐ Yes ☐ What is your ABN?

If you have an ABN, have you claimed or are you entitled to claim an Input Tax Credit (ITC) on the GST paid on this policy?

No ☐ Yes ☐ Is the amount claimed less than 100% of the GST applicable to the premium?

No ☐ Yes ☐ Specify the percentage amount claimed  %

## Section 3 – Details of plant/appliance

Brand name and type of plant/appliance

Date of purchase

HP

Model

Age

Purchase price

Is the damaged item under any warranty?

No ☐ Yes ☐ If Yes, please give details of warranty and your claim against the manufacturer

Location of plant/appliance and damaged parts

Are you the sole owner of the plant/appliance?

Yes ☐ No ☐ If No, please give details of other interested parties

When was the plant/appliance installed?

**Section 4 – Details of claim**

When did the loss/damage occur?

Date

Time

 /  / 

am/pm

Briefly state what happened and how the loss/damage was caused



Is the motor/machine repairable?

Cost of repairs

 No ☐ Yes ☐ If Yes, and motor / machine has been replaced,  
please give the reason why it was not repaired?

\$



Have repairs commenced?

 No ☐ Yes ☐ If Yes, state name, address and telephone of repairer

Telephone number

Email address

 (  ) 


Have you paid the repairer?

 No ☐ Yes ☐ If Yes, please attach a copy of the repairer's invoice(s)
**Section 5 – Payment details**
☐ For faster payment, provide your bank details for a direct credit to your nominated bank account. We cannot deposit into a credit card account.

Name of bank

Branch

Account holder

BSB number

Account number



A notification will be issued to you when the claim payment has been electronically deposited.

☐ Send cheque to my postal address.
**Section 6 – Details of refrigerated goods**

Please complete this section if a claim is being made for deterioration of refrigerated goods in cold chambers due to breakdown.

Has Vero Insurance been notified of your loss? No ☐ Yes ☐Have the damaged goods been disposed of? No ☐ Yes ☐ If yes, who authorised the disposal?

Please list the damaged refrigerated goods together with the supplier's invoice and your receipt from the Health Department and/or the receipt of disposal.

Number	Unit weight/size	Description of goods	Unit cost \$	Total cost \$
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

If there is not enough space please continue on a separate sheet

Total \$

**Section 7 – This page is to be completed by the repairer**

Name of insured		Make of motor/machine		
<input type="text"/>		<input type="text"/>		
HP	Model	Age	Voltage	RPM (if driving a compressor)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Serial No.				Open or sealed type
<input type="text"/>				<input type="text"/>
Details of damage				
<input type="text"/>				
Cause of damage				
<input type="text"/>				

**Section 7a – Details of repairs and service charges****Electrical motor repairs**Rewind costs **If a new motor was fitted** (cost of replacement) Estimated cost to rewind damaged item Bearings (tick reason for replacement) Worn ☐ Damaged ☐ Switchgear (tick reason for replacement) Worn ☐ Damaged ☐ **Refrigeration and air conditioning repairs**Sealed units No ☐ Yes ☐ Model No.  Semi hermetic No ☐ Yes ☐ Model No.  Open compressors No ☐ Yes ☐ **If a new item is fitted** (cost of replacement) Estimated cost to fit a reworked item Auxiliary fan No ☐ Yes ☐ Electrical controls (tick reason for replacement) Worn ☐ Damaged ☐ Flushing and charging with refrigerant No ☐ Yes ☐ Auxiliary equipment (give details) **Mechanical plant**Materials cost **Additional works**General maintenance, replacement of worn parts etc. **Labour and associated costs**Removal and reinstallation Hire of loan motor including installation and removal Details of overtime costs Transport costs **Section 7b – Details of contractor**

Full name of repairer	Postal address	
<input type="text"/>	<input type="text"/>	
Telephone B/H	State	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/>
Email address	Signature	Date
<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>

## Section 8 – Privacy statement

AAI Limited trading as Vero Insurance is the insurer and issuer of your commercial insurance product, and is a member of the Suncorp Group, which we'll refer to simply as "the Group".

### Why do we collect personal information?

Personal information is information or an opinion about an identified individual or an individual who is reasonably identifiable. We collect personal information so that we can:

- ▼ identify you and conduct appropriate checks;
- ▼ understand your requirements and provide you with a product or service;
- ▼ set up, administer and manage our products and services and systems, including the management and administration of underwriting and claims;
- ▼ assess and investigate any claims you make under one or more of our products;
- ▼ manage, train and develop our employees and representatives;
- ▼ manage complaints and disputes, and report to dispute resolution bodies; and
- ▼ get a better understanding of you, your needs, your behaviours and how you interact with us, so we can engage in product and service research, development and business strategy including managing the delivery of our services and products via the ways we communicate with you.

### What happens if you don't give us your personal information?

If we ask for your personal information and you don't give it to us, we may not be able to provide you with any, some, or all of the features of our products or services.

### How we handle your personal information

We collect your personal information directly from you and, in some cases, from other people or organisations. We also provide your personal information to other related companies in the Group, and they may disclose or use your personal information for the purposes described in 'Why do we collect personal information?' in relation to products and services they may provide to you. They may also use your personal information to help them provide products and services to other customers, but they'll never disclose your personal information to another customer without your consent.

Under various laws we will be (or may be) authorised or required to collect your personal information. These laws include the Anti-Money Laundering and Counter-Terrorism Financing Act 2006, Personal Property Securities Act 2009, Corporations Act 2001, Autonomous Sanctions Act 2011, Income Tax Assessment Act 1997, Income Tax Assessment Act 1936, Income Tax Regulations 1936, Tax Administration Act 1953, Tax Administration Regulations 1976, A New Tax System (Goods and Services Tax) Act 1999 and the Australian Securities and Investments Commission Act 2001, as those laws are amended and includes any associated regulations.

We will use and disclose your personal information for the purposes we collected it as well as purposes that are related, where you would reasonably expect us to. We may disclose your personal information to and/or collect your personal information from:

- ▼ other companies within the Group and other trading divisions or departments within the same company (please see our Group Privacy Policy for a list of brands/companies);
- ▼ any of our Group joint ventures where authorised or required;
- ▼ customer, product, business or strategic research and development organisations;
- ▼ data warehouse, strategic learning organisations, data partners, analytic consultants;
- ▼ social media and other virtual communities and networks where people create, share or exchange information;
- ▼ publicly available sources of information;
- ▼ clubs, associations, member loyalty or rewards programs and other industry relevant organisations;
- ▼ a third party that we've contracted to provide financial services, financial products or administrative services – for example:
  - ▼ information technology providers,
  - ▼ administration or business management services, consultancy firms, auditors and business management consultants,
  - ▼ marketing agencies and other marketing service providers,
  - ▼ claims management service providers
  - ▼ print/mail/digital service providers, and
  - ▼ imaging and document management services;
- ▼ any intermediaries, including your agent, adviser, a broker, representative or person acting on your behalf, other Australian Financial Services Licensee or our authorised representatives, advisers and our agents;
- ▼ a third party claimant or witnesses in a claim;
- ▼ accounting or finance professionals and advisers;
- ▼ government, statutory or regulatory bodies and enforcement bodies;
- ▼ policy or product holders or others who are authorised or noted on the policy as having a legal interest, including where you are an insured person but not the policy or product holder;
- ▼ in the case of a relationship with a corporate partner such as a bank or a credit union, the corporate partner and any new incoming insurer;
- ▼ the Financial Ombudsman Service or any other external dispute resolution body;
- ▼ credit reporting agencies;
- ▼ other insurers, reinsurers, insurance investigators and claims or insurance reference services, loss assessors, financiers;
- ▼ legal and any other professional advisers or consultants;
- ▼ hospitals and, medical, health or wellbeing professionals;

- ▼ debt collection agencies;
- ▼ any other organisation or person, where you've asked them to provide your personal information to us or asked us to obtain personal information from them, eg your mother.

We'll use a variety of methods to collect your personal information from, and disclose your personal information to, these persons or organisations, including written forms, telephone calls and via electronic delivery. We may collect and disclose your personal information to these persons and organisations during the information life cycle, regularly, or on an ad hoc basis, depending on the purpose of collection.

### Overseas disclosure

Sometimes, we need to provide your personal information to – or get personal information about you from – persons or organisations located overseas, for the same purposes as in 'Why do we collect personal information?'

The complete list of countries is contained in our Group Privacy Policy, which can be accessed at [www.vero.com.au/privacy](http://www.vero.com.au/privacy), or you can call us for a copy.

From time to time, we may need to disclose your personal information to, and collect your personal information from, other countries not on this list. Nevertheless, we will always disclose and collect your personal information in accordance with privacy laws.

### How to access and correct your personal information or make a complaint

You have the right to access and correct your personal information held by us and you can find information about how to do this in the Suncorp Group Privacy Policy.

The Policy also includes information about how you can complain about a breach of the Australian Privacy Principles and how we'll deal with such a complaint. You can get a copy of the Suncorp Group Privacy Policy. Please use the contact details in **Contact Us**.

### Contact us

For more information about our privacy practices including accessing or correcting your personal information, making a complaint, or obtaining a list of overseas countries you can:

- ▼ Visit [www.vero.com.au/privacy](http://www.vero.com.au/privacy).
- ▼ Speak to us directly by phoning one of our Sales & Service Consultants on: 1300 888 073 or by
- ▼ Email us at [claims@vero.com.au](mailto:claims@vero.com.au)

### Privacy Statement issued

Vero Insurance, Level 18, 36 Wickham Terrace, Brisbane QLD 4000.

For personal claimants

I consent to:

- ▼ the use of personal information about me for the purposes shown in the Privacy Statement, and
- ▼ obtaining personal information from, other parties, including those shown in the privacy statement, for any of these purposes.

For all claimants

If I have disclosed personal information about any other person, I confirm that I am authorised to

- ▼ disclose to you personal information about that person and to consent to its use for the purposes shown in the privacy statement, and
- ▼ consent to disclosure to, and obtaining of other personal information about that person from, other parties including those shown in the Privacy Statement, for any of these purposes.

### Declaration

I/We acknowledge that I/We have read and agree to the privacy consent and authorisation above.

I/We declare that the answers I/We have given in this claim form and information I/We have supplied to Vero Insurance is true and correct and that I/We have not withheld any information relevant to this claim. I/We acknowledge that a claim may be refused and/or the policy may be cancelled if the answers or information I/We provide is untrue, inaccurate or concealed.

Policyholder name 1

Policyholder name 2



Signature

Date

Signature

Date