



Office Use:

**Please ensure you provide the following information and documentation:**

- Your card/account statement (from which the purchase was made) showing the following:
  - account holder's full name and address (i.e. statement's front page);
  - financial institution and type of account;
  - purchase of the item showing item/s claimed paid in full (if current statement has not been received, an internet banking printout can be provided along with the above from any statement period);
- itemised purchase receipt;
- Completed and signed claim form.

**If Item/s Damaged:**

- A statutory declaration with a comprehensive description of the damage;
- Under Certain circumstances you may wish to complete repairs prior to submitting your claim. This however does not guarantee full coverage of your claim by AIG.

**If Item/s Lost or Stolen:**

- A police incident report/event number and a statutory declaration;
- Confirmation from the relevant authority where the loss/theft occurred.

**Important Information:**

- Provided all required information has been submitted to us with your completed claim form, we will respond to you within 10 days of the date of our receipt.
- if we require any further information from you, we will contact you on the telephone number you have provided in your claim form.
- if you have any questions, please phone customer services on 1800 339 663.



## Details of the account holder:

Financial Institution:  Account Type:

Surname:  Mr  Mrs  Miss  Ms

Given Name/s:

Postal Address:

State:  Postcode:

BH Phone:  AH Phone:

E-mail:  Mobile:

Date of Birth:  Occupation:

## Details of the event:

Date of Event:  Time of event:   am  pm

Address of where the event occurred:

Name and address of person causing the loss (if known):

Describe the event in detail:

## Details of lost/stolen/damaged property:

Describe the property	Place of purchase	Date of purchase	Amount (AUD)
			\$
			\$
			\$
			\$
			\$
<b>Amount Claimed:</b>			\$



## Details of previous claims:

Date of claim	Item/s claimed	Company	Amount (AUD)
			\$
			\$
			\$
			\$
			\$

## Details of any other insurance:

Do you have home/contents Insurance?  Yes  No

Name of Insurer:  Policy Number:

Do you have jewellery or personal property insurance?  Yes  No

Name of Insurer:  Policy Number:

Do you have travel insurance?  Yes  No

Name of Insurer:  Policy Number:

Do you have motor vehicle insurance?  Yes  No

Name of Insurer:  Policy Number:

Have you submitted a claim for this incident on any of the above policies?  Yes  No

Have you received compensation for this incident from any other party?  Yes  No

If 'Yes' please provide details:

Was the event reported to the police or relevant authority?  Yes  No

If 'Yes' please provide event/reference number:

## Electronic Funds Transfer (EFT) details

1. Do you want the benefit to be deposited directly into a financial institution account via EFT?  Yes  No

2. Name the account is held in:

3. BSB number (6 digits in total) Financial institution account number (up to 9 digits only)



(If you are unsure of the BSB number, please contact the financial institution where the account is held.)

4. Financial Institution:  Branch:



## Privacy Notice

AIG collects personal information from you, your agents and people involved in this claim to assist in investigating or processing the claim, and maintain and improve customer service. This may include third parties claiming under the policy, witnesses and medical practitioners. Failure to disclose information required may result in AIG not being able to administer or declining the claim.

AIG may disclose your information to:

- AIG related entities, reinsurers, contractors or third party providers providing services related to the administration of the claim;
- assessors, third party administrators, emergency providers, retailers, medical providers or travel carriers, or any third parties or insurer from whom AIG seeks recovery related to the claim; and
- government, law enforcement, dispute resolution, statutory or regulatory bodies, or as required by law.

Some of these entities may be located overseas, including in United States of America, United Kingdom, Singapore, Malaysia, the Philippines, India, Hong Kong, New Zealand as well as a country in which you have a claim and such other countries as may be notified in our Privacy Policy from time to time.

Our Privacy Policy is available at [www.aig.com.au](http://www.aig.com.au) or by contacting us on 1300 030 886 and contains information about how you may access and correct your personal information, how to complain about a breach of the applicable privacy principles and how AIG will deal with such a complaint.

## Consent

I consent to AIG collecting, using and disclosing personal information as set out in this notice. If I have provided or will provide information to AIG about any other individuals, I confirm that I am authorised to disclose his or her personal information to AIG and also to give this consent on both my and their behalf.

Signed

Date

/ /

## Please return this claim form to:

**AIG**

**Purchase Protection Claims  
Level 12, 717 Bourke Street  
Docklands VIC 3008 Australia**

**GPO Box 4363  
Melbourne VIC 3001 Australia**

**Fax: 03 9522 4974**

**eMail: [austclaims@aig.com](mailto:austclaims@aig.com)**

**PLEASE KEEP A PHOTOCOPY OF ALL DOCUMENTATION YOU SEND TO US FOR YOUR OWN RECORD**



**Bring on tomorrow**

### Head Office

**Sydney** Level 19, 2 Park Street Sydney NSW 2000 Australia  
GPO Box 9933 Sydney NSW 2001 Australia

**Melbourne** GPO Box 9933 Melbourne VIC 3001 Australia

**Brisbane** GPO Box 9933 Brisbane QLD 4001 Australia

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