



Please answer all questions as fully as possible, using the spaces provided as well as additional pages where required. When completed please mail to AIG, GPO Box 4363, Melbourne VIC 3001 or email to covidclaims@aig.com

Policy and Claimant Information

I am submitting this claim as a Property Owner/Occupier Landlord Tenant

Policy Number Policy Holder's Name

Period of Insurance From: To:

Policy Holder Contact Details

Contact Name

First Name Last Name

Phone Email

List of Subsidiaries

Parent Company

Other Parties with an interest in the Policy

Broker Details

Name Business Name

Phone Email

Incident Details

Description of Loss

Estimate of Loss \$ First Date of Loss

Location of Insured Property

Do you have the contact details of the Policy Holder's Accountant or Bookkeeper? Yes No

Contact Details of Policy Holder's Accountant or Bookkeeper

To gather supporting documents about the Loss, including but not limited to:

- Business Activity Statement (BAS)
- Profit and Loss Statements
- Daily or Weekly Sales (depending on the business)

First Name Last Name

Phone Email

Government Assistance

Did you **apply** for any form of Government financial assistance arising from, or in relation to COVID-19? Yes No
 (including but not limited to JobKeeper, JobSeeker, Centrelink, State government packages)

Date applied

Did you **receive** any form of Government financial assistance arising from, or in relation to COVID-19? Yes No

Date received

Please provide details of the financial assistance you received, and date(s) it was received.

Claim Type Details

Property Claim – Business Interruption COVID

Details of Loss

In the event that the policy holder has sustained Loss of Rent as a landlord, please also provide a copy of the relevant lease document(s) in place at the time the tenant’s business was closed, partially closed or when there was an active case of COVID at the premises. Please also provide full rental statements for the 2019/20 and 2020/21 financial years.

Business Description (Please provide tenant occupation(s))

Business Interruption

Was there a confirmed case of COVID in a person at the insured’s premises? Yes No

Please provide the confirmed date(s).

Was there a confirmed case of COVID within the radius specified in the policy? Yes No

Please provide the confirmed date(s) and location(s) of the confirmed case(s).

Was the Insured’s business closed in whole? Yes No

Please provide the duration in date and time when the business was closed in whole.

Claim Type Details (cont'd)

Was the insured's business closed in part but not in whole? Yes No

Please provide the specific date(s) on which the business was partially closed.

Please provide the exact date(s) of any whole or part closures, including both closure and re-opening date(s).

Government Notice

Did the Insured's business receive a notice from a government agency of any kind requiring it to close? Yes No

Please provide confirmation of the date of any government order or mandate that relates to the business operated by the Insured.

Did the Insured's business receive a notice from a government agency addressed specifically to the business in relation to COVID restrictions for closure or partial closure? Yes No

Please provide any written documentation received from a government authority addressed specifically to the Insured's business in relation to COVID restrictions for closure or partial closure.

Additional Information

Any additional information you wish to tell AIG?

Payment Details

EFT Details & ITC Entitlements

Name of account

Bank Name Account No. BSB

Are you Registered for GST? Yes No What is your ABN Number?

Have you claimed or do you intend to claim and input tax credit on the GST applicable to this policy? Yes No

IMPORTANT NOTICE: AIG shall (i) be discharged from all liability under this claim and (ii) not liable for any and all losses incurred by you, as a result of you providing AIG with an inaccurate bank account number under this section for the payment of this claim.

Acknowledgement and Declaration

Claim Preparation Costs

Claim preparation costs are not claimable by an Insured in circumstances where the policy is not triggered. Where a claim does trigger the policy, it is a policy condition that written approval be sought from AIG prior to incurring any 'claim preparation cost'. Claim preparation costs are professional accounting, or forensic fees to determine losses suffered in context with the policy provisions.

AIG recognises that professional fees incur unnecessary duplication of costs, since any accepted claim is considered as part of AIG's forensic accounting process at AIG's expense, using the information requested in this claim form. To the extent an insured is asked by AIG, or otherwise required to, appoint a professional to assist with claim preparation, the insured must seek prior written consent from AIG to incur those costs.

Please note that legal costs are not 'claim preparation costs' under the Policy, and are distinct from other costs or professional fees. AIG is aware that legal firms may seek to enter into agreements with insureds to undertake work in relation to their insurance policy. Those costs are not covered by the policy.

Whilst we must await judicial guidance in relation to a number of matters, those matters will be dealt with by AIG in line with the guidance provided by the Courts.

Court Test Cases

You may be aware that the High Court of Australia and the Federal Court of Australia are considering several legal policy construction matters which may be relevant to AIG's consideration of any claim you submit. As such, we must reserve all rights in relation to the policy and at law at this stage, and will work towards providing you an update in relation to the Courts determination of those issues in due course if there is any impact on your claim submission. Due to the Courts' timetables, we apologise that we are not in a position to provide a time estimate of when AIG will be able to make a determination about the matter. It may be that our mutual clients policy wording, or circumstances, differ from those cases currently under consideration by the Courts. This may result in a different outcome for our mutual client as distinguished from the outcome in those cases.

Privacy Notice

AIG collects personal information from you, your agents and people involved in this claim to assist in investigating or processing the claim, improve customer service and products and carry out research and analysis, including data analytics. 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:

- your or our agents, 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;
- entities to which AIG is related and third party providers for data analytics functions; 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, Canada, Bermuda, United Kingdom, Ireland, Belgium, The Netherlands, Germany, France, 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 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.

Name

Date

Signature

When completed please mail to:

AIG
GPO Box 4363
Melbourne VIC 3001

or email to:
covidclaims@aig.com

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

Our Customer Care team are here to provide additional support to our customers where it is needed, ensuring that we approach each enquiry with sensitivity and discretion. This may include supporting you in communicating with us, helping you apply for financial hardship assistance, or directing you to external support networks if appropriate. We encourage you contact our Customer Care team at aucustomer care@aig.com or telephone us on **1300 295 016** to talk to us about your situation. More information can be found on our Customer Care page.

At AIG, we always endeavour to provide the best service to our customers. However, we recognise that there may be times where our customers may not be completely satisfied. It is important that we hear about it so we can make things right. If you have any feedback or wish to make a complaint, please contact us on **1800 339 669** or aucomplaints@aig.com. Alternatively, you can fill out our feedback/complaints form at <https://www.aig.com.au/complaints-handling0>.



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