

SERVICE LEVELS

Property Claims

- Urgent new property claims will be actioned within 4 business hours of lodgement in InfoArc (an urgent claim is where attention is required to mitigate the loss or a large loss, and a follow up phone call should be made to the Hollard Select Claims Team once the claim is lodged in InfoArc)
- All non-urgent correspondence, including email, will generally be acknowledged and actioned within 1 business day, however, our maximum timeframe will be 2 business days
- Payment authorised within 1 business day of being raised
- Claims managed by the Hollard Select Claims Team, updates will be provided at least every 15 business days on active claims unless otherwise agreed

Liability Claims

- Once lodged in InfoArc, new Liability claims will be acknowledged with initial instructions within 2 business days
- Correspondence on Liability claims, including emails and reports, will be acknowledged and actioned within 4 business days
- Payment authorised within 1 business day of being raised
- Claims managed by the Hollard Select Claims Team, updates will be provided at least every 30 business days on active claims unless otherwise agreed

CLAIMS PROCESS UPDATES

- New claims are to be lodged in InfoArc by the broker's office
- The relevant schedule for the period will need to be attached in InfoArc during claim lodgement
- The initial reserve should be set based on the known information, however if limited information is provided at lodgement, the below initial default reserve should be used
- For property claims that appear to be large in value, the initial reserve should be set at \$99,000
- All supporting documents, emails or reports available at lodgment need to be attached in InfoArc
- Should the claim appear significant, a follow up phone call should be made to the Hollard Select Claims Team once the claim is lodged in InfoArc
- New claims will refer to the Hollard Select Claims Team automatically, unless the broker has been provided with a Claims Extension





Loss Adjuster's

If you believe a Loss Adjuster is required, please refer the claim to the Hollard Select Claims Team who will arrange for a Loss Adjuster to be appointed and also take over the management of the claim.

Builder's

You can appoint a builder on behalf of the Insured at any time. We have an approved panel of builders that we recommend are appointed, which we can also elect to authorise directly. However, we are unable to authorise repairs quoted by non-panel builders, where these claims will be cash settled in accordance with the terms of the policy.

INITIAL DEFAULT RESERVE

Loss Type	Initial Reserve
Accidental Loss or Damage	\$3,501
Breakdown or Burnout	\$3,201
Escaping Liquid	\$9,501
Fire	\$17,501
Glass	\$2,501
Hail/Storm	\$9,201
Impact	\$4,301
Liability	\$5,001
Lightning	\$4,901
Malicious Damage	\$6,001
Theft	\$4,901

- The default reserve is tailored to each portfolio. Within these, the reserves are split by loss type. The reserves are based on the previous 12 months claims averages for that portfolio and loss type
- The default reserves ALREADY INCLUDES an amount for assessing fees
- The default reserve has ALREADY DEDUCTED THE EXCESS