



CHU FAST TRACK CLAIMS CHECK-LIST



To ensure your claim form is completed correctly and to assist in the speedy processing of your claim please include as many items from the checklist as you can.

Water Damage

- Policy number
- Insured address and units effected
- GST information and ABN if registered for GST
- Date and time of incident
- Description of the incident
- Invoice or quote
- Break down of invoice or quote by item
- Photos
- Provide EFT details for faster payments

Burst Pipe

- Policy number
- Insured address and units effected
- GST information and ABN if registered for GST
- Date and time of incident
- Description of the incident
- Invoice or quote
- Break down of invoice or quote by item/
plumber summary of costs
- Photos
- Provide EFT details for faster payments

Storm Damage

- Policy number
- Insured address and units effected
- GST information and ABN if registered for GST
- Date and time of incident
- Description of the incident
- Invoice or quote
- Break down of invoice or quote by item
- Photos
- Provide EFT details for faster payments

Break & Enter or Malicious Damage

- Policy number
- Insured address and units effected
- Please provide a police report number &
any details of the person who caused the
damage.
- Invoice or quote
- Break down of invoice or quote by item
- Photos
- Provide EFT details for faster payments

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Impact Damage Claims by Vehicles

- Policy number
- Insured address and units effected
- GST information and ABN if registered for GST
- Date and time of incident
- Description of the incident
- Details of person who caused damage if known i.e. name, address, vehicle or bike registration number, license details of the driver
- We need to know if the person who caused the damage is an owner or tenant for recovery purposes.
- Third Parties contact details if known
- Photos
- Provide EFT details for faster payments

Glass Claims

- Policy number
- Insured address and units effected
- GST information and ABN if registered for GST
- Date and time of incident
- Description of the incident. If cause of damage to glass is unknown, please confirm. If multiple panes of glass affected please provide full detail.
- If damage to commercial glass, please obtain tenancy agreement to show us that the glass is not/is the tenants responsibility
- Invoice or quote
- Break down of invoice or quote by item
- Photos
- Provide EFT details for faster payments

Loss of Rent/ Temporary Accommodation

- Policy number
- Insured address and units effected
- GST information and ABN if registered for GST
- Date and time of incident - period unit is uninhabitable
- Description of the incident – what caused the unit to become uninhabitable?
- Documents needed if the unit is tenanted: lease agreement & proof the unit is uninhabitable
- Documents needed if unit owner/ occupied: rental valuation
- NB. The temporary accommodation is organised by the unit owner or tenant
- Provide EFT details for faster payments

Damage to Fences

- Policy number
- Insured address and units effected
- GST information and ABN if registered for GST
- Date and time of incident
- Description of the incident
- Is the fence a dividing fence between two neighbouring properties or a boundary fence?
- Invoice or quote
- Break down of invoice or quote by item
- Photos
- Provide EFT details for faster payments