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| S:\GMA\Marketing\Marketing\_NEW_FOLDER_STRUCTURE_2018\Digital\Microsites\Orion\CL934A Orion insurance logo RGB V1.png | | | | **Completed claim forms to:**  **claims@godfrey.co.nz**  **Body Corporate Property Claim Form** | | | | | | |
| To assist us to consider your claim as soon as possible please complete all questions in full to the extent relevant and attach any relevant invoices and other documents to support your claim.  It is important that you provide honest, complete, up-to-date and relevant information when completing this form.  The issue and acceptance of this claim form does not constitute an admission of liability by Chubb Insurance New Zealand Limited (Chubb) or a waiver of its rights. | | | | | | Chubb collects, discloses and handles personal information in accordance with Chubb’s privacy policy and privacy statement that are available here: <https://www.chubb.com/nz-en/footer/privacy.html>.  https://www.icnz.org.nz/fileadmin/Images/Content_Imagery/FIC_logoCMYK%406x.pngChubb is a member of the Insurance Council of New Zealand (**ICNZ**) and a signatory to ICNZ’s Fair Insurance Code (**the Code**). The Code and information about the Code is available at [www.icnz.org.nz](http://www.icnz.org.nz) and on request. | | | | |
| **PERSONAL DETAILS – Unit owner or person claiming** | | | | | | | | | | |
| Name: |  | | | | Contact Phone: | | | | |  |
| E-mail: |  | | | | Crockers Account Manager: | | | | |  |
| Address: |  | | | | Body Corporate #: | | | | |  |
| **LOSS DETAILS** | | | | | | | | | | |
| When did the loss occur? | | Time: |  | | | | Date: |  | | |
| Where did the loss occur? | | Unit: |  | | Street Address: | | |  | | |
| Occupancy of Property:  (E.g Commercial/Residential and Owner Occupied/Tenanted/Vacant) | |  | | | | | | | | |
| Description of what happened, why and how: | | | | | | | | | | |
| Do you know who was responsible for the loss? | | |  | | | Name and Contact: | | |  | |
| Is there finance on any of the property claimed for? | | |  | | | Details: | | | ­­­ | |
| Were the police notified? | | |  | | | Reference: | | |  | |
| Is there other insurance on this property? | | |  | | | Details: | | |  | |
| **LOSS SCHEDULE – Items or areas of damage being claimed for: (Please list if known)** | | | | | | | | | | |
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| **PRIVACY STATEMENT** | | | |
| **I/we ACKNOWLEDGE THE FOLLOWING Personal Information Handling Practices**  This statement is a summary of Our Privacy Policy and provides an overview of how We collect, hold, store, use, disclose, retain, give access to and correct Your personal information. Our Privacy Policy may change from time to time and where this occurs, the updated Privacy Policy will be posted on [Our website](https://www.chubb.com/nz-en/footer/privacy.html).  In this Statement, “We”, “Our” and “Us” means Chubb Insurance New Zealand Limited (Chubb). “You” and “Your” refers to individuals from whom We collect Personal Information  Chubb is committed to protecting Your privacy. Chubb collects, holds, stores, uses, discloses, retains, gives access to and corrects Your personal information in accordance with the requirements of the Privacy Act 2020, as amended or replaced from time to time  *When do We collect Your personal information?*  Chubb collects Your personal information (which may include health information) from You when You interact with Us, including when You are applying for, changing or renewing an insurance policy with Us or when We are processing a claim, complaint or dispute. Chubb may also (and You authorise Chubb to) collect Your personal information from other parties such as brokers or service providers, as detailed in Our Privacy Policy.  *Purpose of collection*  We collect and hold Your personal information to offer products and services to You, including to assess applications for insurance, to provide and administer insurance products and services, and to handle any claim, complaint or dispute that may be made under a policy.  If You do not provide Us with Your personal information, We may not be able to provide You or Your organisation with insurance or to respond to any claim, complaint or dispute, or offer other products and services to You or Your organisation.  Sometimes, We may also use Your personal information for Our marketing campaigns and research, to improve Our services or in relation to new products, services or information that may be of interest to You.  *Recipients of Your personal information and disclosure*  We may disclose Your personal information to third parties, including:   * contractors and service providers engaged by Us to deliver Our services or carry out certain business activities on Our behalf (such as actuaries, loss adjusters, claims investigators, claims handlers, professional advisers including lawyers, doctors and other medical service providers, credit reference bureaus, call centres and marketing agencies); * intermediaries and service providers engaged by You (such as current or previous brokers, travel agencies and airlines); * other companies in the Chubb group; * the policyholder (where the insured person is not the policyholder); * insurance and reinsurance intermediaries, other insurers, Our reinsurers and other parties involved in the policy or claim (such as Toka Tū Ake EQC); and * government agencies or organisations (where We are required to by law or otherwise).   These third parties may be located outside New Zealand. In such circumstances We also take steps to ensure Your personal information remains adequately protected.  From time to time, We may use Your personal information to send You offers or information regarding Our products that may be of interest to You. If You do not wish to receive such information, please contact Our Privacy Officer using the contact details provided below.  If You would like to access a copy of Your personal information, correct or update Your personal information, or withdraw Your consent to receiving offers of products or services from Us or organisations We have an association with, please contact the Privacy Officer by posting correspondence to Chubb Insurance New Zealand Limited, PO Box 734, Auckland; telephoning: +64 (9) 3771459; or emailing [Privacy.NZ@chubb.com](mailto:Privacy.NZ@chubb.com).  *How to Make a Complaint*  If You have a complaint or would like more information about how We manage Your Personal Information, please review Our Privacy Policy for more details, or contact Our Privacy Officer at the details above.  You also have a right to address Your complaint directly to the Privacy Commissioner by telephoning 0800 803 909, emailing enquiries@privacy.org.nz or using the online form available on the Office of the Privacy Commissioner’s website at www.privacy.org.nz. | | | |
| **AUTHORITY AND DECLARATION** | | | |
| **I/we:**   * understand that in evaluating my/our claim or by accepting documents in support of my/our claim, Chubb has made no acceptance of liability nor waived any of its rights; * confirm that any information that I/we supply will be true, correct and complete and that I/we will not withhold any information likely to accept the acceptance or handling of my/our claim and understand that if I/we provide untrue information or do not disclose relevant information that it might result in my/our claim being declined in part or in full; * agree to notify Chubb immediately if any lost or stolen property is subsequently recovered, and at Chubb’s option surrender the property to Chubb or refund the amount of money received; and * will give all reasonable assistance to Chubb and co-operate in the assessment of my/our claim. | | | |
| Signature of claimant: |  | | |
| Name of claimant: |  | Date: | Click here to enter a date. |

**CLAIMS PROCESS**

On receipt of your completed claim form we will take the following steps:

* Acknowledge receipt of your claim within 5 business days of receipt
* Identify your insurance policy, register your claim against it, and assign a claim number
* Review whether any further information may be needed

If we have all the information we need to assess your claim then we will review your claim to decide whether or not to accept it. We will let you know if we need further information to assess your claim.

**CHUBB COMPLAINTS AND DISPUTE RESOLUTION PROCESS**

We take Your concerns very seriously and We have detailed complaint handling and dispute resolution procedures that You may access, at no cost to You. To assist Us with Your enquiries, please provide Us with Your claim or policy number (if applicable) and as much information You can about the reason for Your complaint.

Our complaints and dispute procedures are as follows:

Stage 1 - Complaint Handling Procedure

If You are dissatisfied with any aspect of a Chubb or Combined Insurance product or service and You wish to make a complaint, please contact Our Complaints and Customer Resolution Service (CCR Service) by post, phone or email (as below):

Complaints and Customer Resolution Service

Chubb Insurance New Zealand Limited

PO Box 734

Shortland Street

Auckland 1140

O +64 9 377 1459

E Complaints.NZ@chubb.com

Our CCR Service is committed to reviewing complaints objectively, fairly and efficiently and Our team members are independent of the original decision maker.

*Our response*

We will acknowledge receipt of Your complaint within five (5) business days of receiving it from You and We will provide You with the name and relevant contact details of the CCR Service team member who will be assigned to liaise with You regarding Your complaint.

We will investigate Your complaint and if We have all the information required to make a decision, We will respond to You within ten (10) business days with a decision. If We require more time or further information We will request a reasonable additional timeframe in which to provide Our response.

If We require more time to finalise Our response, We will keep You updated at least every 20 business days.

When We provide Our complaint decision to You, or if We cannot resolve Your complaint within two months of You lodging it, We will provide You with a ‘deadlock’ letter which explains Our reasons to You in writing. We will provide You with the option of taking Your complaint to Stage 2 of the Complaints and Dispute Resolution process – External Dispute Resolution.

Stage 2 – External Dispute Resolution

We are a member of an independent external dispute resolution scheme operated by Financial Services Complaints Limited (FSCL) and approved by the Minister of Consumer Affairs. Subject to FSCL’s Terms of Reference, if You are dissatisfied with Our complaint determination or We are unable to resolve Your complaint or dispute to Your satisfaction within two months, You may contact FSCL via:

Financial Services Complaints Limited

PO Box 5967,

Wellington 6140

O 0800 347 257 (Call Free for consumers)

or +64 4 472 FSCL (472 3725)

E info@fscl.org.nz or complaints@fscl.org.nz

www.fscl.org.nz

Please note if You would like to refer Your complaint to FSCL You must do so within 3 months of the date of the ‘deadlock’ letter (or any longer period permitted under FSCL’s Terms of Reference). FSCL provides an independent dispute resolution service that is free to customers.

Further details regarding Our complaint handling and dispute resolution procedures are available from Our website and on request.