

Steps to help speed up the claims process



To help make your claim run as smoothly as possible, here's a guide of what you should do and the information we need from you.

Contents

- > Write a list of the items you are claiming on, including the approximate age, where you purchased them from, and the approximate cost you paid for these items (click [here](#) to download our 'Schedule of loss' form).
- > Take photos and/or videos of the items you are claiming on, including photos of the make, model, and serial numbers of any electronic items.
- > Do not dispose of items unless absolutely necessary.
- > Provide receipts and valuations where possible.
- > Advise how the water damage occurred e.g. did water come up through the floorboards, or down through the roof?
- > Provide repair reports for any items that have had 'clean water' damage (i.e. rainwater only).
- > If you do not have a dryer and need to get linen, clothing etc. dry cleaned, make sure you keep the receipts.
- > If your freezer has shorted due to an electrical outage, take photos and write a list of the freezer items. If they are defrosting, feel free to cook, donate and/or dispose of them.
- > Check your electrical items have not been affected by water and are safe to use. If power has fused any electrical items or you're not sure, get them tested.

House

- > Take photos and/or videos of any areas damaged as the result of the event.
- > Try to minimise loss wherever possible e.g. lift furniture off wet carpet and store somewhere dry if possible.
- > Provide detail of how the loss happened, and what you have done to try and minimise the damage.
- > Try and dry or air out the property as much as possible, as soon as you can.

Commercial

Stock and Contents

- > Take photos and/or videos of the items.
- > Write a list of the items that have been damaged.
- > For stock losses please provide wholesale invoices.
- > Check electrical items have not been affected by water and are safe to use. If you're not sure, get them tested.

For tenants: Carpet and fitout – check your tenancy agreement and if you are liable for the carpet and fit out, please contact Jae or Chem-Dry and start the drying process. If you are not liable, please contact your landlord urgently.

Building

- > Take photos and/or videos of any areas damaged as a result of the event.
- > Try to minimise loss wherever possible.