

Event Registration Refund Insurance

Policy Wording

CHUBB®

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Insurer

The Policy is underwritten by Chubb Insurance Australia Limited ABN 23 001 642 020 AFSL 239687 (Chubb also referred to as Us, We or the Insurer).

Please read the Product Disclosure Statement and the policy wording carefully and please do not hesitate to contact Chubb should you wish to comment on any aspect of our service to you.

What is a Product Disclosure Statement?

This Product Disclosure Statement (PDS) provides general information only, and should be read in conjunction with the attached Policy wording, schedule and any endorsements to it (Policy). The PDS and Policy contain important information which you should read carefully before deciding to take out any insurance cover. This PDS has been prepared to assist you in understanding the insurance policy and in making an informed choice about your insurance requirements. Certain words in this PDS and the policy have special meanings that are set out in the Definitions or the Coverage Section of the Policy.

Paragraph Headings

The paragraph headings used throughout this PDS, the policy wording, and the Certificate of Insurance are intended for reference purposes only and do not inform part of policy interpretation.

Operation of Cover

The cover provided by the policy will only apply during the period of insurance stated in the Certificate of Insurance, as limited by the Operation of Cover as stated in the Certificate of Insurance.

Policy Terms and Conditions

The information contained in this PDS is general information only and does not form part of your contract with us. The Policy is our legal contract with you and contains details covering the terms, conditions and any exclusions relating to the insurance cover to be provided by us. This PDS and the Policy are important documents so please keep them in a safe place for future reference.

Premium

All cover is subject to cleared payment of the premium. In calculating the premium for the policy we take into account a range of factors including but not limited to number of insured persons and the type and length of the event.

The premium includes amounts that take into account our obligation to pay any relevant compulsory government charges, taxes or levies (e.g. stamp duty and goods and service tax) in relation to your policy. These amounts will be set out separately in the Certificate of Insurance as part of the total premium payable.

Important Relationships

SRG Group Pty Limited ABN 52 113 333 109 AFSL 288320 (SRG) has binding authority from the Insurer, Chubb Insurance Limited (Chubb) to provide event registration refund insurance. Under this authority Chubb has appointed SRG as its agent, on terms that an insured who deals with SRG in relation to the insurance will have the same legal protection as if the insured had dealt directly with Chubb. SRG acts on behalf of Chubb not you.

SRG Group Pty Limited
ABN 52 113 333 109 AFSL No.288320
127 Herdsman Parade, Wembley,
Western Australia 6014

Important Information

- The Event registration insurance is not compulsory. You can insure with us, an insurer of your choice or not at all.
- To make a claim, you will need to provide us with a copy of your original event registration invoice. So please ensure that you have the original event registration tax invoice stored in a safe place with your policy.

Some Significant Provisions of the Policy are as follows:

- The policy only provides single event cover and is not renewable.
- The policy starts when you pay your full premium. Any premium paid by you is not refundable by us and is fully earned by us once paid.
- The policy ends when you arrive at the event for a single day event, or when you arrive at the event on the first day of a multiple day event and is subject to the payment of the applicable premium.
- The maximum period of insurance is 364 calendar days from the date of purchase.
- The reimbursement of the cost of the original purchase price of the event registration up to a maximum amount of \$1,500.00 inclusive of any taxes subject to the terms and conditions of the policy, which include:
 - medical emergency, illness, injury or death occurring to you, your immediate family or companion prior to the commencement of the event;
 - mechanical breakdown or traffic collision of the vehicle on the way to the event, that causes either injury or damage to the vehicle that creates an immediate need for repair to ensure the safe operation of the vehicle;
 - jury duty;

- airline delay or cancellation on travelling to the event;
- redundancy or relocation of employment including military duty;
- being the victim of a reported assault causing bodily injury.

The Policy does not provide cover or permit:

- wrong selection or your change of mind with regard to attending the event;
- the cancellation or postponement of the event due to the accidental death, illness or injury of any performer or the event organiser;
- a claim in excess of \$1,500 inclusive of all applicable taxes;
- assignment or transfer of this Policy, by you to any other person.

For more information on what insurance cover the policy provides, please carefully read the policy wording.

Duty of Disclosure

Your Duty of Disclosure

Before you enter into an insurance contract, you have a duty to tell us anything that you know, or could reasonably be expected to know, may affect our decision to insure you and on what terms.

You have this duty until we agree to insure you.

You have the same duty before you renew, extend, vary or reinstate an insurance contract.

What you do not need to tell us

You do not need to tell us anything that:

- reduces the risk we insure you for; or
- is common knowledge; or
- we know or should know as an insurer; or

- we waive your duty to tell us about.

If you do not tell us something

If you do not tell us anything you are required to, we may cancel your contract or reduce the amount we will pay you if you make a claim, or both.

If your failure to tell us is fraudulent, we may refuse to pay a claim and treat the contract as if it never existed.

Privacy Statement

In this Statement “We”, “Our” and “Us” means Chubb Insurance Australia Limited (Chubb).

“You” and “Your” refers to Our customers and prospective customers as well as those who use Our Website.

This Statement is a summary of Our Privacy Policy and provides an overview of how We collect, disclose and handle Your Personal Information. Our Privacy Policy may change from time to time and where this occurs, the updated Privacy Policy will be posted to Our website.

Why We collect Your Personal Information

The primary purpose for Our collection and use of Your Personal Information is to enable Us to provide insurance services to You. Sometimes, We may use Your Personal Information for Our marketing campaigns, in relation to new products, services or information that may be of interest to You. If You wish to opt out of Our marketing campaigns You can contact Our customer relations team on 1800 815 675 or email CustomerService.AUNZ@chubb.com.

How We obtain Your Personal Information

We collect Your Personal Information (which may include sensitive information) at various points including but not limited to when You are applying for, changing or renewing

an insurance policy with Us or when We are processing a claim. Personal Information is usually obtained directly from You but sometimes via a third party such as an insurance intermediary or Your employer (e.g. in the case of a group insurance policy). Please refer to Our Privacy Policy for further details.

When information is provided to Us via a third party We use that information on the basis that You have consented or would reasonably expect Us to collect Your Personal Information in this way. We take reasonable steps to ensure that You have been made aware of how We handle Your Personal Information.

When do We disclose Your Personal Information?

We may disclose the information We collect to third parties, including service providers engaged by Us to carry out certain business activities on Our behalf (such as claims assessors and call centres in Australia). In some circumstances, in order to provide Our services to You, We may need to transfer Your Personal Information to other entities within the Chubb group of companies such as the regional head offices of Chubb located in Singapore, UK or USA (Chubb Group of Companies), or third parties with whom We (or the Chubb Group of Companies) have sub-contracted to provide a specific service for Us, which may be located outside of Australia (such as in the Philippines or USA). These entities and their locations may change from time to time. Please contact us, if you would like a full list of the countries in which these third parties are located.

Where access to Our products has been facilitated through a third party (for example: insurance broker, online marketing agency etc) We may also share Your information with that third party.

In the circumstances where We disclose Personal Information to the Chubb Group of Companies, third parties or third parties outside Australia We take

steps to protect Personal Information against unauthorised disclosure, misuse or loss.

Your Consent

In dealing with Us, You agree to Us using and disclosing Your Personal Information as set out in this Privacy Statement and Our Privacy Policy. This consent remains valid unless You tell Us otherwise. If You wish to withdraw Your consent, including for things such as receiving information on products and offers by Us or persons We have an association with, please contact Our Privacy Officer.

Access to and correction of Your Personal Information

If you'd like a copy of your Personal Information or wish to correct or update it, want to withdraw Your consent to receiving offers of products of services from Us or persons We have an association with, or You would like a copy of Our Privacy Policy, please contact Our customer relations team on 1800 815 675 or email CustomerService.AUNZ@chubb.com.

To request access to, update or correct your personal information held by Chubb, please complete Our Personal Information Request Form [online](#) or download it from www2.chubb.com/au-en/footer/privacy.aspx and return to:

Email
CustomerService.AUNZ@chubb.com
Fax: + 61 2 9335 3467
Address:
GPO Box 4907 Sydney NSW 2001

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:

Privacy Officer
Chubb Insurance Australia Limited
GPO Box 4907 Sydney NSW 2001
+61 2 9335 3200
Privacy.AU@chubb.com.

General Insurance Code of Practice

We are a signatory to the General Insurance Code of Practice (the Code). The objectives of the Code are to further raise standards of service and promote consumer confidence in the general insurance industry. Further information about the Code and your rights under it is available at www.codeofpractice.com.au and on request.

How to make a Claim

Details of what you must do for us to consider your claim are provided in the Policy. In accordance with the Code, we will keep you informed about the progress of your claim at least every 20 business days and respond to routine requests made by you about your claim within 10 business days.

Complaints and Dispute Resolution

We take the concerns of our customers very seriously and have detailed complaint handling and internal dispute resolution procedures that you can access. Please note that if we have resolved your initial complaint to your satisfaction by the end of the 5th business day after we have received it, and you have not requested that we provide you a response in writing, the following complaint handling and internal dispute resolution process does not apply. This exemption to the complaints process does not apply to complaints regarding a declined claim, the value of a claim, or about financial hardship.

Stage 1 - Complaint Handling Procedure

If you are dissatisfied with any aspect of your relationship with Chubb including our products or services and wish to make a complaint, please contact us at:

The Complaints Officer
Chubb Insurance Australia Limited
GPO Box 4065
Sydney NSW 2001
O 1800 815 675
E Complaints.AU@chubb.com

The members of our complaint handling team are trained to handle complaints fairly and efficiently.

Please provide us with your claim or policy number (if applicable) and as much information as you can about the reason for your complaint.

We will investigate your complaint and keep you informed of the progress of our investigation. We will respond to your complaint in writing within fifteen (15) business days provided we have all necessary information and have completed any investigation required. In cases where further information or investigation is required, we will work with you to agree reasonable alternative time frames and, if We cannot agree, you may request that your complaint is taken to Stage 2 and referred to Our internal dispute resolution team. We will otherwise keep you informed about the progress of our response at least every ten (10) business days, unless you agree otherwise.

Please note if your complaint relates to Wholesale Insurance (as defined in the General Insurance Code of Practice), we may elect to refer it straight to Stage 2 for review by our Internal Dispute Resolution team.

Stage 2 - Internal Dispute Resolution Procedure

If you advise us that you wish to take your complaint to Stage 2, your complaint will be reviewed by members of our internal dispute resolution team, who are independent to our complaint handling team and are committed to reviewing disputes objectively, fairly and efficiently.

You may contact our internal dispute resolution team by phone, fax or post (as below), or email at:

Internal Dispute Resolution Service
Chubb Insurance Australia Limited
GPO Box 4065
Sydney NSW 2001
O +61 2 9335 3200
F +61 2 9335 3411
E DisputeResolution.AU@chubb.com

Please provide us with your claim or policy number (if applicable) and as much information as you can about the reason for your dispute.

We will keep you informed of the progress of our review of your dispute at least every ten (10) business days and will respond to your dispute in writing within fifteen (15) business days, provided we have all necessary information and have completed any investigation required. In cases where further information or investigation is required, we will work with you to agree reasonable alternative time frames. If we cannot agree, you may refer your dispute to the Australian Financial Complaints Authority (AFCA) as detailed under Stage 3 below, subject to its Rules. If your complaint or dispute falls outside the AFCA Rules, you can seek independent legal advice or access any other external dispute resolution options that may be available to you.

Stage 3 - External Dispute Resolution

If you are dissatisfied with our internal dispute determination, or we are unable to resolve your complaint or dispute to your satisfaction within forty-five (45) days, you may refer your complaint or dispute to AFCA, subject to its Rules.

AFCA is an independent external dispute resolution scheme approved by the Australian Securities and Investments Commission. We are a member of this scheme and we agree to be bound by its determinations about a dispute. AFCA provides fair and independent financial services

complaint resolution that is free to consumers.

You may contact AFCA at any time at:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001
O 1800 931 678 (free call)
F +61 3 9613 6399
E info@afca.org.au
W www.afca.org.au

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

Insurance Council of Australia

Where we cannot provide you with insurance cover, we will refer you to the Insurance Council of Australia (the ICA) for information about alternative insurance options (unless you already have someone acting on your behalf). The ICA has established a referral service called 'Find An Insurer'. Information on finding alternative insurers can be found at www.findaninsurer.com.au.

Financial Claims Scheme

This Policy may be a protected policy We are an insurance company authorised under the Insurance Act 1973 (Cth) (Insurance Act) to carry on general insurance business in Australia by the Australian Prudential Regulation Authority (APRA) and are subject to the prudential requirements of the Insurance Act.

The Insurance Act is designed to ensure that, under all reasonable circumstances, financial promises made by Us are met within a stable, efficient and competitive financial system.

Because of this We are exempted from the requirement to meet the compensation arrangements Australian financial services licensees must have in place to compensate retail clients for loss or damage suffered because of breaches by the licensee or its representatives of Chapter 7 of the Corporations Act 2001 (Cth). We have compensation arrangements in place that are in accordance with the Insurance Act.

In the unlikely event that We were to become insolvent and were unable to meet Our obligations under the Policy, a person entitled to claim may be entitled to payment under the Financial Claims Scheme. Access to the Scheme is subject to eligibility criteria. Please refer to <https://www.fcs.gov.au> for more information.

This Product Disclosure Statement is dated 17 May 2019.

Insuring Clause

Provided you have paid the premium, subject to the terms and conditions of this policy we agree to indemnify you, for the reimbursement of the purchase price of your event registration should you be unable to attend an event due to one of the following reasons. The amount of premium payable by you will be calculated and provided to you before you acquire the policy. Any premium paid by you will be fully earned by us and in the event of cancellation is not refundable to you.

The policy provides cover in the event of:

1. medical emergency occurring to you, your immediate family or companion
2. illness, injury or death occurring to you, your immediate family or companion
3. traffic collision on your way to the event that causes either (a) an injury to you or a member of your immediate family or companion or (b) damage to the vehicle that creates an immediate need for repair to ensure the safe operation of the vehicle
4. mechanical breakdown of the public transport vehicle taking you or your companion to the event
5. mechanical breakdown en route of the private vehicle taking you or your companion to the event
6. jury duty which prevents you from attending the event
7. airline delays on your or your companion's way to the event
8. redundancy or relocation of your or your companion's employment including any military duty

9. damage to your or your companion's primary place of residence caused by fire, explosion, weather, natural disaster, burglary or vandalism which renders the residence uninhabitable
10. assault causing bodily injury to you or your companion.
11. an act of terrorism occurring within fifty (50) kilometres of your usual place of residence and within seventy-two (72) hours of the commencement of the event, which causes the cancellation of transport services for which you hold a valid ticket to travel on to the event, which subsequently prevents you from travelling to the event.
12. cancellation of the event by a Government authority or independent sanctioning body, solely and directly due to safety concerns for the participants.

General Conditions & Provisions Applicable to this Policy

Arrival and mitigation

You agree to make all necessary and reasonable arrangements to arrive at the event on time.

You must take all reasonable precautions to prevent or reduce any claim unless we agree otherwise.

Period of Insurance

- The policy only provides single Event cover and does not apply to multiple Events. The policy is not renewable.
- The policy starts when you pay the full premium and you are issued with a Certificate of Insurance. This will be the date of purchase of your policy and commencement date of your policy.
- The policy ends when you arrive at the Event for a single day Event, or when you arrive at the Event on the

first day of a multiple day Event.

- The maximum period of insurance is 364 calendar days from the commencement date.
- Your Certificate of Insurance will show you the start and end date of your policy.
- It does not cover your return trip or conveyance to your usual place of residence.

Single event and not a renewable policy

The policy only provides single Event cover and is not renewable. The policy only provides cover up until the time you arrive at the Event and does not provide cover from the time the Event commences or you arrive at the venue, whichever is the earlier period.

Event Registration Reimbursement

Payment for your event registration reimbursement in most cases will be by way of electronic fund transfer to your nominated Australian bank account. We will not reimburse your credit card provider. Any reimbursement of the cost of the original event registration cost will be subject to the limit of liability.

Limit of Liability

Our total liability for all claims arising under this policy will not exceed one thousand, five hundred dollars (\$1,500.00) inclusive of all applicable taxes. The maximum amount payable is the cost of the unused event registration fee or \$1,500.00 (one thousand, five hundred dollars only inclusive of GST) whichever is the lesser.

Medical Emergency, Illness, Injury or Death

Where medical emergency, illness, injury or death occurs to you, your immediate family or companion who was to participate in the event and this prevents your participation in the event, they must be examined by a medical adviser within seventy-two (72) hours of the onset of the illness or injury and the medical adviser must advise you, your immediate family

member or companion in writing, not to attend the event. The medical adviser's recommendation or written advice must accompany any claim and must be in English.

Confirmation of Cover

Once you have chosen the insurance and paid the premium, you will be provided with a Certificate of Insurance. The Certificate of Insurance will provide details of the event you have chosen to have insurance for, the amount of premium paid including taxes for the insurance, the start and end date of the event and the insurance.

Cancellation by you

If you cancel your policy we will not refund any of the premium to you. Cancellation may be made at any time prior to commencement of the event provided that the event has not been the subject of cancellation notice or any adverse event otherwise excluded under this policy.

Cancellation by us

We may cancel this policy if you made a misrepresentation to us before entering into the policy or you failed to comply with your duty of disclosure or the duty of utmost good faith or you subsequently fail to comply with a term or condition of the policy or you make a fraudulent claim under the policy. If we cancel your policy, we will give you written notice to you at the address or contact address or email address provided by you for the provision of the Certificate of Insurance.

No assignment

This policy is not assignable or transferable by you to any other person except with our prior written consent.

Australian Law

This policy will be interpreted in accordance with the law of the State or Territory in which you reside and will be subject to the jurisdiction of the courts of that State or Territory.

Currency

All amounts shown and paid are in Australian dollars.

General Exclusions Applicable to this Policy

We will not cover any losses arising from or relating to:

1. Any expenses outside of the event registration cost as listed on your event confirmation and/or receipt, which includes but is not limited to any service/delivery fee, event registration insurance cost, transport and accommodation expenses not purchased as part of the registration for the event.
2. Wrong selection of event.
3. No reimbursement of transport or accommodation expenses paid by you in order to attend the event, and not included within your event registration cost, will be considered as part of any claim.
4. The event being cancelled, abandoned or postponed by the organiser or promoter other than where the event is cancelled by a Sanctioning Body or Government Authority.
5. Circumstances which existed prior to the purchase of the Policy.
6. If you decide not to attend the event or change your mind for any reason.
7. Any claim where your event registration has been sold to, or used by another person to attend or participate in the event
8. Any claim where your event registration has been lost or damaged and cannot be used.
9. Claims arising from epidemic or pandemic.
10. Claims arising from pregnancy or childbirth after the 26th week of pregnancy.
11. Alcohol or substance abuse including conditions or physical complications relating to alcohol or substance abuse..
12. Suicide or attempted suicide including self-harm.
13. Act of war, civil war or warlike operations (whether declared or not) invasion, acts of foreign enemies, or from any hostilities, rebellion, revolution, insurrection or taking power by the military.
14. Nuclear reaction or contamination from nuclear weapons or radioactivity.
15. Biological and/or chemical materials, substances, compounds or the like used directly or indirectly for the purpose to destroy or human life or create public fear.
16. Any act, threat or fear of Terrorism other than as defined in insuring clause 11 (Terrorism).
17. Depression, anxiety, stress, mental or nervous condition.
18. Any claim where your event registration cannot be confirmed by the event organiser.
19. Any claim made more than 45 days after the completion of the event.
20. Any claim where you can obtain a refund or part refund from the event promoter or organiser.
21. Any claim relating to your immediate family aged 81 years or over, or who resides outside of Australia.

22. Any illness or injury where metastatic or terminal prognosis was made prior to the issue of the Policy.
23. Any relocation of employment claims where you or your companion are required by your/ their employer to relocate less than 100 kilometres from your usual place of employment.
24. Any claim where trade or economic sanctions or other laws or regulations prohibit us, our parent company or its ultimate controlling entity from providing the insurance.
25. Any pre-existing medical condition suffered by your immediate family.
26. Any claim where the event proceeds in a format which is modified from the format originally advertised.
27. Any claim arising from the event being cancelled by a Government authority or independent sanctioning body due to safety concerns as a direct result of bushfire, which impacts the event location(s) or any area within a 200km radius of the event location(s).

General Definitions

The following general definitions apply to this policy:

Airline Delays

means delays due to industrial action by airline staff or mechanical breakdown or natural disaster which delays your flight and renders you unable to attend the scheduled event.

Companion

means the individual person who is an event ticket holder and is attending the event with you.

Epidemic

means a fast-spreading contagious or

infectious disease or illness in an area as recognised by a public health authority.

Event

means the legally organised, planned and ticketed event that you have purchased a ticket for as listed in your Certificate of Insurance.

Event Registration

means written evidence permitting admission to a scheduled event including the registration certificate or receipt which you have purchased to attend the scheduled event, which clearly indicates the name of the scheduled event, the date on which the scheduled event is to take place and the scheduled event venue.

Illness or Injury

means accident to or illness suffered by you, your immediate family or your companion which in the opinion of an independent medical adviser approved by us, entirely prevents you or your companion from attending the event.

Immediate family

means any of the following who are resident in Australia being your spouse, partner, children, parent, parent in law, grandparent, grandchild, sibling, step-parent, step-child or any person with whom you are in a legally recognised de facto relationship including same sex relationships.

Limit of Liability

means our maximum limit of liability for any one claim up to the purchase price of your event ticket (inclusive of GST) with a maximum limit of liability of \$1,500.00 (one thousand, five hundred dollars only inclusive of GST).

Mechanical Breakdown

means the actual breaking or malfunction of any vehicle that occurs on the way to the event and renders you unable to attend the event.

Medical Adviser

means a qualified practicing doctor

of medicine or dentist registered in Australia.

Medical Emergency

means a serious injury or unforeseen serious illness that is considered life threatening or requiring hospitalisation.

Pandemic

means an epidemic that is expected to affect an unusually large number of people or involves an extensive geographic area.

Premium

means the amount you are required to pay for the policy and it includes all taxes including goods and services tax (GST) and stamp duty imposed by Commonwealth and State Governments which varies per State or Territory.

Promoter and/or Organiser

means the persons, group of persons, company or responsible entity who are responsible for organising and conducting the event.

Scheduled Event

means the event as described and evidenced on your event registration and noted in your Certificate of Insurance.

Transportation Collision

means physical damage to the vehicle transporting you to the scheduled event as a result of collision with another vehicle or object which delays your travel to an event and causes you or your companion to miss the scheduled event.

Territorial Limits

means Australia and its external territories only.

Terrorism

means an act involving the use of force or violence or the threat thereof, taken by any person or group of persons, whether acting alone or on behalf of or in connection with any organisation or government, committed for political, religious, ideological or similar purposes including the intention to influence any government or to put the public, or any section of the public, in fear. Terrorism also includes any action taken to prevent, control or surpress Terrorism or any threat or fear (whether actual or perceived) of Terrorism.

Vehicle

means any registered and or licensed motorized vehicle including a motor car, motorbike, bus, train, ferry, boat or similar craft used for personal or commercial use for the purpose of carrying or conveying persons on public road or waterways.

Venue

means the name and location of the facility, designated area or premises where the scheduled event is to take place.

You

means you or a member of your immediate family or your companion who is the event registration purchaser or holder and who was to attend the event.

We/Our/Us/Insurer

means Chubb Insurance Australia Limited ABN: 23 001 642 020 AFSL: 239687.

In the interpretation of the policy, unless the context otherwise requires the following applies:

Headings are inserted for convenience only and do not affect the interpretation of the policy.

A word which denotes the singular denotes the plural, a word which denotes the plural denotes the singular, and a reference to any gender denotes the other genders.

A reference in the policy to dollars or \$ means Australian dollars and all amounts payable under this policy are payable in Australian dollars.

A reference in this policy to any agreement or document is to that agreement or document as amended, novated, supplemented or replaced.

Where a word or phrase is given a defined meaning, another part of speech or other grammatical form in respect of that word or phrase has a corresponding meaning.

References to the word 'include' or 'including' are to be construed without limitation

Making a Claim

To submit a claim please visit www.srgsport.com.au/claims where a claim form will be available to you for completion, or you can contact Chubb Insurance either via email at aus.ticketclaims@chubb.com or via phone on 02 99335 3200 and request a claim form be sent to you. Full details of all supporting documentation required for us to consider a claim will be set out in the claim form.

Notice of Claim

Notification of Loss Within 45 Days

Any occurrence or loss which may give rise to a claim under this policy should be reported to us in writing within forty-five (45) days after the event has concluded. Failure to furnish us with notice within the time provided in the policy will invalidate any claim.

Proof of Loss and Supporting documentation

Written proof of loss must be given to us as soon as possible and, in any event, within forty-five (45) days after we receive notice of your claim together with original copies of all relevant documentation. You must at your expense, provide us with such certificates, information and evidence as we may from time to time require, in a form prescribed by us. You will need a copy of your original purchase invoice to validate all claims, please ensure that you have the original purchase tax invoice stored in a safe place with your Policy Documents.

Medicals records

You agree to provide us with medical records, death certificates or other documentation to support your claim. Certified copies of originals will be accepted.

Payment of Claim

All claim payments will be made by direct bank deposit into an Australian bank account. No credit card refunds will be made to credit card providers. All claim payments will be a discharge to us with respect to all claims under your policy.

Fraudulent Claims

If any claim under this policy is fraudulent in any respect, or if any fraudulent means or devices are used by you, the insured person, or anyone acting on your or the insured person's behalf to obtain benefits under this policy, we may, subject to law reduce our liability in respect of such claim or may refuse to pay the claim in whole or in part.

Making Claims After Your Policy is Cancelled

If your policy is cancelled effective from a particular date, this does not affect your rights to make a claim under your policy if the event occurred before the date that the cancellation became effective.

Subrogation

We may at our own expense take such proceedings as we think fit in your name to enforce any rights and remedies against, or obtain relief or indemnity from, any other person or entity to which we shall be or may become entitled or subrogated under this policy and you shall at our request and expense do such acts and things as may be reasonably required by us for that purpose. When you make any claim with us under this policy, you agree to our rights of subrogation.

The Policy is issued by Chubb Insurance Australia Limited ABN: 23 001 642 020 AFSL: 239687 Our website can be visited at www.chubb.com/au.

About Chubb in Australia

Chubb is the world's largest publicly traded property and casualty insurer. Chubb, via acquisitions by its predecessor companies, has been present in Australia for 100 years. Its operation in Australia (Chubb Insurance Australia Limited) provides specialised and customised coverages including Business Package, Marine, Property, Liability, Energy, Professional Indemnity, Directors & Officers, Financial Lines, Utilities as well as Accident & Health, to a broad client base, including many of the country's largest companies. Chubb also serves successful individuals with substantial assets to protect and individuals purchasing travel and personal accident insurance.

More information can be found at www.chubb.com/au.

Contact Us

Chubb Insurance Australia Limited
ABN: 23 001 642 020 AFSL: 239687

Grosvenor Place
Level 38, 225 George Street
Sydney NSW 2000
O +61 2 9335 3200
F +61 2 9335 3411
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Chubb. Insured.SM

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