



CITYCOVER (AUST.) PTY. LTD.
A.C.N. 010 699 537

General Insurance Brokers
AFS Licence No. 241087

Procedures to be followed for all Claims Lodged

Domestic Insurance

Students Claims

1. Student is to notify their dedicated **AHN Supervisor** of a pending claim.
2. Supervisor is to complete a **Claim Notification** form in detail send it to **Citycover Insurance Brokers** within **24hrs** of notification so that we can notify your Insurer, **QBE**, of a pending claim.
3. Supervisor is to instruct the Student that they must provide **Quotes/Repair Invoices** with their claim. If these are not provided, the claim cannot proceed.
4. On receipt of the **Quotes/Repair Invoice**, Supervisor is to send them to **Citycover Insurance Brokers**.
5. **At no time are AHN Supervisors to admit any Liability as QBE reserve the right to investigate, accept or deny any claim that has been lodged.**

Host Family Members Claims

1. Host Family Members are to contact their dedicated **AHN Supervisor** and advice them of a pending claim.
2. Supervisor is to complete a **Claim Notification** form in detail send it to **Citycover Insurance Brokers** within **24hrs** of notification so that we can notify your Insurer, **QBE**, of a pending claim.
3. Supervisor is to provide the Host with a copy of the **Letter of Demand** and instruct them to complete the form so that their claim can be assessed.
4. On completion of the **Letter of Demand**, the Host is to return the form to their **AHN Supervisor**, accompanied by **2 quotes for repairs or replacement** of the damage sustained to either their Home and/or Contents.
5. On receipt of the completed **Letter of Demand and quotes**, Supervisor is to forward these to **Citycover Insurance Broker**.
6. If a **Letter of Demand** is not completed and submitted by the Host Member, the claim cannot proceed.
7. **At no time are AHN Supervisors to admit any Liability as QBE reserve the right to investigate, accept or deny any claim that has been lodged.**