



VETERINARY PRACTICES

BUSINESS INSURANCE CLAIM PROCEDURES

You must comply with the following procedures if something happens that causes loss or damage or injury which could lead to a claim.

1) When loss or damage occurs:

- a) take all reasonable precautions to minimise or prevent further loss or damage.
- b) take reasonable steps to recover lost or stolen property.
- c) notify the Police immediately following theft, burglary, malicious damage or if any property has been misappropriated.
- d) do not make any admission of liability, offer, promise or payment in connection to an event.
- e) preserve any damaged property and make it available for inspection by the insurer or their loss adjuster.
- f) do not authorise repair or replacement without the insurer's approval.

2) Making a claim:

- a) give the insurer all the information and documentation requested, including proof of ownership.
- b) immediately send us any legal documents or other communications that you receive about the claim. Do not take any action yourself.

**If you cannot reach your usual contact at Southern Cross Brokers
then You can always call the Vero Claims Team anytime on**

1300 888 073

24 hours 7days

If you have any queries about what to do, please contact

Southern Cross Brokers Pty. Ltd.

Phone: (03) 9645 3822 Fax: (03) 9645 1533 or

Email: reception@southerncrossbrokers.com.au