



A.I.S. Insurance Brokers Pty Ltd
 ACN 065 797 597
 ABN 36 543 825 719
 AFS Licence No. 255304

137 Moray Street
 South Melbourne
 Victoria 3205
 Australia

Telephone +61 3 8699 8888
 Facsimile +61 3 8699 8899
 email insure@aisinsurance.com.au
 www.aisinsurance.com.au

HORSE & LIVESTOCK INSURANCE CLAIM FORM

The provision of this form by A.I.S. Insurance Brokers Pty Ltd is not an admission of liability or acceptance by A.I.S. Insurance Brokers Pty Ltd of your claim.

Insured/s name in full: _____ Date of Birth _____

Are you registered for GST: Yes No If Yes, ABN No: _____ ITC Proportion _____

Postal Address: _____

Phone Number (Office Hours): _____ Mobile Number: _____

Address where animal was kept: _____

Email Address: _____ Policy Number: _____

DESCRIPTION OF ANIMAL CLAIMED (if insufficient space attach schedule)

Name	Breed	Brand & Colour

Sex	Date of Birth	Sum Insured
		\$

GENERAL QUESTIONS - All must be fully answered (attach further details if insufficient space)

1. Date and time veterinary surgeon first attended? _____ AM / PM

2. Name and address of veterinary surgeon? _____

Enclose a copy of the veterinary report, diagnosis & autopsy to this claim for the animal.

3. Type of Claim Mortality/Theft Loss of Use

4. Give the date and time that the animal died or was destroyed: _____ AM / PM

5. What was the current value of the animal at the time of occurrence and why? : \$ _____



A.I.S. Insurance Brokers Pty Ltd
 ACN 065 797 597
 ABN 36 543 825 719
 AFS Licence No. 255304

137 Moray Street
 South Melbourne
 Victoria 3205
 Australia

Telephone +61 3 8699 8888
 Facsimile +61 3 8699 8899
 email insure@aisinsurance.com.au
 www.aisinsurance.com.au

6. Give the date and place that the animal sustained the injury: _____

7. Cause of illness or injury? _____

8. Who was in charge of the animal at the time of the illness or injury? _____

9. If illness or injury was caused by the apparent negligence of any person, give name, address, occupation and reason for you thinking so?

10. Was salvage obtained from the carcass, if so please enter amount and receipt? \$ _____

11. Give details of previous treatment or medication administered to this animal whilst in your possession?

12. Have you received livestock insurance payments before? If yes, please provide details: _____

13. Was the animal, now the subject of this claim, insured elsewhere? _____

14. Has any other person or company any financial interest in this animal? If so please give their name and address and state their interest:

15. Have you ever had: i any insurance claim declined? Yes No

 ii any insurance Certificate declined? Yes No



A.I.S. Insurance Brokers Pty Ltd
ACN 065 797 597
ABN 36 543 825 719
AFS Licence No. 255304

137 Moray Street
South Melbourne
Victoria 3205
Australia

Telephone +61 3 8699 8888
Facsimile +61 3 8699 8899
email insure@aisinsurance.com.au
www.aisinsurance.com.au

PRIVACY CONSENT

I consent to A.I.S. Insurance Brokers Pty Ltd:

- (a) Collecting and using my personal information for the purposes of administering my claim including investigating, assessing and paying any claim made by me or on my behalf. (If we do not collect this information we may not be able to process your claim.)
- (b) Disclosing my personal information to related entities of A.I.S. Insurance Brokers Pty Ltd, the insured (if not myself), other insurers and reinsurers, insurance reference bureaus, law enforcement agencies, investigators, lawyers, assessors, repairers, advisors and the agent of any of these, insurance broker, insurance agent or other intermediary, my employer or Australian Financial Complaints Authority (AFCA) for the purposes of administering my claim or providing a report.
- (c) I understand that a copy of the A.I.S. Insurance Brokers Pty Ltd privacy policy statement, including information about access, may be obtained by downloading a copy from A.I.S. Insurance Brokers Pty Ltd website www.aisinsurance.com.au or calling 03 8699 8888.

Signed: X _____ Date _____

Please submit your Claim Form and supporting documents to:

A.I.S. Insurance Brokers Pty Ltd
137 Moray Street
South Melbourne VIC 3205

Email: claims@aisinsurance.com.au



A.I.S. Insurance Brokers Pty Ltd
 ACN 065 797 597
 ABN 36 543 825 719
 AFS Licence No. 255304

137 Moray Street
 South Melbourne
 Victoria 3205
 Australia

Telephone +61 3 8699 8888
 Facsimile +61 3 8699 8899
 email insure@aisinsurance.com.au
 www.aisinsurance.com.au

RESTRICTED LOSS OF USE CLAIM INFORMATION

Situation: Where the animal suffers a permanent impairment and can no longer serve its principal purpose	
<p>The A.I.S. Insurance Broker team understand this is a difficult time for you, so we have prepared these information sheets to assist as much as possible during this process. Please do not hesitate to contact us if you have any questions.</p> <p>Please note: <i>Loss of Use cover needs to be retained until a claims decision has been made if you want to ensure cover for any other potential injuries or illnesses that may result in permanent impairment separate to this original injuries or illness.</i></p>	
Step 1:	<p>Notify the A.I.S. Insurance Brokers Horse Team as soon as practically possible of any injury or illness that your veterinarian believes may result in permanent impairment:</p> <p>Phone: 03 8699 8888 Email: horse@aisinsurance.com.au</p>
Step 2:	<p>Complete and return to A.I.S. Insurance Brokers a Potential Loss of Use Claim Notification form within one week of the injury or illness.</p> <p>Page 9 of the Policy Wording states: “...provided that the injury or illness occurs and is notified during the period of insurance and in the opinion of both your veterinary surgeon and our own, results in total and permanent incapacity during the same period of insurance or within 12 calendar months of the date of expiry”.</p> <p>To: Email: horse@aisinsurance.com.au Fax: 03 8699 8899</p>
Step 3:	<p>Keep A.I.S. Insurance Brokers informed of any veterinary consultation or treatment.</p>
Step 4:	<p>If no veterinary treatment prescribed provides rehabilitation prognosis and the veterinarian indicates a Loss of Use claim may be required you will be require to provide to A.I.S. Insurance Brokers a claim form completed by you and an updated Veterinarian Report.</p> <p>To: Email: claims@aisinsurance.com.au Fax: 03 8699 8899</p>



A.I.S. Insurance Brokers Pty Ltd
 ACN 065 797 597
 ABN 36 543 825 719
 AFS Licence No. 255304

137 Moray Street
 South Melbourne
 Victoria 3205
 Australia

Telephone +61 3 8699 8888
 Facsimile +61 3 8699 8899
 email insure@aisinsurance.com.au
 www.aisinsurance.com.au

<p>Step 5:</p>	<p>A.I.S. Insurance Brokers Claims Manager and consulting veterinarian will assess the claim. During this time the consulting veterinarian may have discussions with you and/or your Veterinarian and may provide advice on diagnostics or treatment options.</p> <p>Page 9 of the Policy Wording states: <i>“A final decision on settlement under this section will not be made prior to 90 days from the original date of injury or illness, unless specifically agreed otherwise by us”.</i></p>
<p>Step 6:</p>	<p>You will be advised of the claim outcome:</p> <p><u>If declined:</u> You will be provided with the reason for the decision and your rights if not satisfied.</p> <p><u>If accepted:</u> You will be provided with settlement options as below and must :</p> <p>Option 1 <i>If you choose to keep the horse, settlement of your claim is based on up to 75% of the sum insured or market value whichever is the lessor.</i></p> <p>You will be provided with settlement details and required to complete and return a Release Form to the Claims Manager. Once this has been received the Claims Manager will make a request for settlement with Finance and settlement will then be arranged to your nominated bank account.</p> <p>Option 2 <i>If you choose to not keep the horse, your settlement will then be based on up to 100% of the sum insured or market value whichever is the lessor.</i></p> <p>Your veterinarian will need to provide a Euthanasia Certificate and you will then be required to complete and return a Release Form to the Claims Manager. Once this has been received the Claims Manager will make a request for settlement with Finance and settlement will then be arranged to your nominated bank account.</p>
<p>Step 7:</p>	<p>Following the claims settlement under Option 1, your horse can continue to be insured with A.I.S. Insurance Brokers for Mortality, Theft, Transit & Straying if our consulting veterinarian deems your horse suitable for this cover. The condition settled within the Loss of Use claim would be excluded from the policy from that point forward and the sum insured would need to reflect the new market value of your horse.</p>
<p>Step 8:</p>	<p>If, within 24 months of a payment being made under Option 1 above, the incapacity ceases or the horse becomes capable of the use specified in the schedule, the amount paid must be as soon as practically possible refunded to us.</p>