

Tokio Marine & Nichido Fire Insurance Co., Ltd. ABN 80 000 438 291 Managing Agent in Australia: Tokio Marine Management (Australasia) Pty. Ltd. ABN 69 001 488 455 Level 17, 60 Margaret Street, Sydney NSW 2000 GPO Box 4616, Sydney NSW 2001 Tel. (02) 9225 7500 Fax. (02) 9232 6374

http://www.tokiomarine.com.au

Email: motorclaims@tokiomarine.com.au

Please note that you will require Adobe Acrobat to complete this form on your device/computer/laptop

PLEASE USE CAPITALS TO FILL IN CLAIM FORM

Motor Vehicle Glass Form

THE COMPANY DOES NOT ADMIT LIABILITY BY THE ISSUE OF THIS FORM. IT IS ISSUED TO ENABLE THE INSURED TO LODGE A WRITTEN STATEMENT OF CLAI

IM.			
PLEASE COMPLETE ALL SECTIONS RELEVANT			
Expiry Date	Excess		
Postcode			
Driver's Mobile Number			
Phone Number			
	Expiry Date Postcode Driver's Mobile Number		

Driver Email Address

Insured Vehicle			
Make	Model	Year of Manufacture	
Registration Number			
Use of vehicle at time of accident:	Business	Private	
Odometer Reading	kms		
CLASS OF VEHICLE			
Sedan		Four Wheel Drive	Van
Station Wagon		Utility up to 2T	
Type of Damage: Windscreen	Door Glass	% Window Rear Windscreen	Fixed Glass
If Windscreen please state type fitted to vehicle prior to the breakage referred to in this claim:			
Clear Laminated	Banded Laminat	ed	

Accident Details			
Date of Event	Day of Week	Time am	/pm
Location: Street	Suburb	Postcode	
How did the incident occur?			

Driver Or Custodian		
Given Name	Surname	
Address:		
Phone No:	Date of Birth	Age Yrs
Licence No:	Class of Licence	
Date Licence	Licence Expiry Date	
First Obtained		
Declaration – Read carefully before signing		

The information and answers given above are true in every detail and no information has been withheld.

Driver's Signature	Da	ate	/	/
Manager's Signature	Da	ate	/	/
Was driver authorised to have control of the vehicle?	Yes	Νο		

Tokio Marine is a participant in the General Insurance Code of Practice as administered by Australian Financial Complaints Authority (AFCA), formerly known as the Financial Ombudsman Service (FOS).

This independent service is provided to the insuring public at no cost and aims to resolve claims complaints quickly and informally.

You should first take your complaint up with our local manager. In most cases the problem will be resolved easily.

If you are not satisfied with the outcome, you may contact the Australian Financial Complaints Authority (AFCA) for advice and assistance in resolving your claim. The telephone number is 1800 931 678 . Website: www.afca.org.au



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YOUR PRIVACY

- We collect personal information about you (including the information you provide in this Motor Vehicle Glass Claim Form) to enable us to assess your claim and related purposes. We will, where relevant, disclose your personal information (other than sensitive information, such as information about your health) to your adviser (and any licensee or broker he or she represents), to our service providers (including loss adjusters, investigators and solicitors) and other businesses we work with for this purpose. In some cases, we may need to share your information with our related companies overseas, including our head office in Japan.
- Where relevant, to assess your claim we will also disclose personal information collected from you, including sensitive information about you (such as information about your health), to medical practitioners, other health professionals, reinsurers, legal representatives and other consultants we use to help us assess your claim. By signing this Motor Vehicle Glass Claim Form, you consent to those organisations and other professionals collecting, and us disclosing, sensitive information about you for this purpose.
- A list of the type of our service providers, key business alliances and the consultants we commonly use is available on request.
- If you do not provide the requested information or consent to its collection and disclosure as described above, the assessment of your claim may be delayed or we may not be able to assess your claim.
- We may also disclose personal information about you where we are required or permitted to do so by law.
- In most cases, on request, we will give you access to the personal information we hold about you. Where we are unable to grant you access, we will tell you why.
- This Privacy Statement should be read in conjunction with our Privacy Policy. A full copy of our Privacy Policy can be located on our website at <u>www.tokiomarine.com.au</u>, or available upon request by contacting our Privacy Officer at the details contained below in this Statement.
- If you would like to find out more about our information handling practices, you can contact us by telephone on 02 9232 2833, email us at privacy@tokiomarine.com.au or write to 'The Privacy Officer' at Tokio Marine & Nichido Fire Insurance Co Ltd, GPO Box 4616, Sydney, NSW, 2001. Please provide details of your policy number/s and/or claim number where known.

