CHUBB

Marine Storage Questionnaire

Important

All questions must be answered completely. If any are not applicable, please indicate. Please also provide any relevant documentation and/or photographs alongside this form. Please sign and date the form.

Please note that Chubb may request further information depending on the answers provided to the questions below.

1. Chubb Insured or proposer details

Company name:	
Company/key contact name:	
Email:	

2. Location details (the subject of this form)

Company name (if different from above):	
Address (including postcode):	
Company/key contact name (if different from above):	
Email (if different from above):	

3. Maximum and average value of Chubb Insured or Proposers stock held this location (please state currency)

Max:	
Average:	

4. Construction details

Give a brief description of the type of materials used in the construction of the building(s).

Wall construction:

Roof construction (include type of skylight panels):

4. Construction details *(cont'd)*

If composite ("sandwich") panels are used in the construction, please give the trade name and product identification code or advise the insulation material within the panels.

Are there any combustible linings to walls, roof or ceilings?	☐ Yes ☐ No

If Yes, give details below including the trade name and product identification code, if known or describe the type of linings.

5. Premises

What is the approximate age of the building(s)?	
Are the premises in the sole occupancy of the owner/operator of the site? If No, give details below.	☐ Yes ☐ No

What are the usual business hours at this location?

Monday - Friday:	
Saturday:	
Sunday:	
Public holidays:	

Are the premises in a good state of repair?	☐ Yes ☐ No
Are gutters, downpipes and drains inspected and cleared (if necessary) at least annually?	☐ Yes ☐ No
Are machinery and heating systems under regular service and maintenance contracts?	☐ Yes ☐ No
Are fixed wiring installations maintained in good condition and periodically inspected and tested in accordance with the local standards/regulations/statutes?	☐ Yes ☐ No
If Yes, on what date was the last formal test/inspection by an appropriately qualified electrical engineer?	
Are there any non-fixed or portable/space heating appliances in use?	☐ Yes ☐ No

If yes, give details below:

Are waste (skips, bins etc.), idle pallets and any other combustible materials that are stored/kept outside at least 10 metres away from the walls of the buildings. If No, please provide details below.	☐ Yes ☐ No

Is there electrically operated lifting equipment (forklifts etc.) that requires battery charging?	☐ Yes ☐ No
If Yes, are charging operations carried out in a well-ventilated area and at least 2 metres from any combustible materials/stored goods?	☐ Yes ☐ No

5. Premises *(cont'd)*

Are the premises close to or in an area susceptible to flooding e.g. river, coast, flood plain? If Yes, give approximate distance and elevation of the building relative to the water source.	☐ Yes ☐ No

6. On-site processes

Is there any process work done on-site? If Yes, give details below.	☐ Yes ☐ No

7. Storage

Give a brief description of the types of goods and packaging materials stored within the building(s).

Are any flammables or hazardous materials used, stored or manufactured on-site? If Yes, give details.	☐ Yes ☐ No

What is the approximate size of storage/warehouse area(s) in square feet or metres?	
What is the percentage of storage on racking?	
What is the percentage of freestanding storage?	

8. Fire protection

How far away is the nearest Fire & Rescue Service station to the premises?

Are the entire premises protected by a fully operational automatic fire detection and alarm system?	☐ Yes ☐ No
If Yes:	
Is the alarm regularly serviced and maintained by an appropriately certified (in accordance with local regulations &/or legislation) contractor?	☐ Yes ☐ No
Is the alarm provided with signaling to a remote monitoring centre?	☐ Yes ☐ No
Are the entire premises protected by a fully operational automatic sprinkler system?	☐ Yes ☐ No
If Yes:	
What is the age of the system?	
Is the system monitored by a remote monitoring centre?	☐ Yes ☐ No
Is the system regularly serviced and maintained by an appropriately certified (in accordance with local regulations &/or legislation) contractor?	☐ Yes ☐ No

9. Security protection	
Are the premises protected by a fully operational intruder alarm system?	☐ Yes ☐ No
If Yes:	
Is the alarm provided with signaling to a remote monitoring centre?	☐ Yes ☐ No
Does the alarm benefit from a professional response service if the alarm is activated?	☐ Yes ☐ No
Is the alarm regularly serviced and maintained by an appropriately certified (in accordance with local regulations &/or legislation) contractor?	☐ Yes ☐ No
Are the premises protected by a CCTV system?	☐ Yes ☐ No
If Yes:	
Are the CCTV images remotely monitored by a remote third party monitoring centre?	☐ Yes ☐ No
Are all external areas permanently lit during the hours of darkness?	☐ Yes ☐ No
Are the premises protected by professional on site security guards outside of normal business hours?	☐ Yes ☐ No
If yes please state the number of guards on duty at any one time:	
Are site entrances protected by securely locked gates outside of normal business hours?	☐ Yes ☐ No
Are roller shutters physically locked e.g. padlocked and/or have the power isolated (if electronically operated) outside of normal business hours?	☐ Yes ☐ No
Are ground floor and other accessible windows protected by grilles, mesh or similar physical security?	☐ Yes ☐ No

10. Chilled/cold storage areas (if applicable)	
Do any storage areas under temperature control possess alarms which will be activated in case of a temperature deviation?	☐ Yes ☐ No
If Yes:	
In the event of an alarm, will an automatic warning signal be sent to a responsible person or persons?	☐ Yes ☐ No
Are alarms serviced and maintained at least annually?	☐ Yes ☐ No
Is refrigeration machinery under a maintenance and service contract with a specialist contractor?	☐ Yes ☐ No
Is there a back-up power supply on-site in case of a power outage?	☐ Yes ☐ No

11. Claims history	
Have there been any occurrences of fire, flooding, cargo damage, theft, missing cargoes or any other incidents during the past five years at this site, including any which gave rise, or may give rise, to a claim?	☐ Yes ☐ No

12. Declaration

I certify that the information given above is, to the best of my knowledge, accurate and complete and notice will be given as soon as reasonably practicable should any of the provided information alter between the date of this questionnaire and the proposed date of inception of the insurance.

Authorised signatory:		Signed:	
Company name:			
Position/job title:		Date:	

Disclosure Requirements

For the purposes of this statutory notice, Chubb Insurance Australia Limited ABN: 23 001 642 020 AFSL: 239687 means "we", "us" and "our".

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.

Where your policy is claims made and notified the following will apply

If your policy, or a part of your package policy, provides cover on a claims made or claims made and notified basis, the following two sections will apply, but not otherwise.

General Insurance Code of Practice

We are a signatory to the General Insurance Code of Practice (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 **codeofpractice.com.au** and on request. As a signatory to the Code, We are bound to comply with its terms. Parts 5 through 9, and 11 of the Code do not apply to You as an insured under a wholesale insurance product, but the remainder of the Code does apply. As part of Our obligations under Part 10 of the Code, Chubb has a **Financial Hardship Policy**. The Code is monitored and enforced by the Code Governance Committee.

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 the updated Privacy Policy will be posted on Our website. Please review Our Privacy Policy for more information about how We manage Your personal information. You can also contact Us at:

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

How We handle Your personal information

Chubb is committed to protecting Your privacy. Chubb collects, uses, and retains Your personal information in accordance with the requirement of the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs), as amended or replaced from time to time.

Why We collect Your personal information

We collect and hold Your Personal Information primarily to provide insurance services to You. Sometimes, We may use Your Personal Information for marketing products or services that may be of interest to You. We may also use it to improve our products or services.

You agree to provide Us Your personal information

In dealing with Us, You agree to provide Us with Your Personal Information, which will be stored, used and disclosed by Us as set out in this Privacy Statement and Our Privacy Policy.

How We collect Your personal information

We collect Your Personal Information (which may include sensitive information) when you interact with Us. You interact with Us when You are applying for, changing, or renewing an insurance policy, 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.

Who else might receive Your personal information

We may disclose your personal information to third parties, including:

- insured persons who are not the policyholder, such as group policies.
- service providers engaged by Us to carry out certain business activities on Our behalf. For example, claims assessors, call centres in Australia, or an online marketing agency.
- intermediaries and service providers engaged by You such as current or previous brokers, travel agencies, and airlines.
- government agencies where We are required to by law.
- 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).
- third parties with whom We or the Chubb Group of Companies sub-contracted to provide Us a specific service. These sub-contracted third parties may be located outside of Australia in places such as in the Philippines or USA, 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.

In circumstances where We disclose Your personal information to the Chubb Group of Companies, third parties, or third parties outside Australia, We take steps to protect Your personal information against unauthorised disclosure, misuse, or loss.

You can access and correct Your personal information

For a copy of Our Privacy Policy or if you no longer want to receive marketing offers from Us or our associates, contact Our customer relations team. To request access to, update, or correct Your personal information held by Chubb, please complete this **personal information request form** and return it to Our customer relations team.

Customer relations contact details:
GPO Box 4907
Sydney NSW 2001
1800 815 675
CustomerService.AUNZ@chubb.com

How to make a complaint

Please contact Our Complaints and Customer Resolution Service (CCR Service) if:

- You are not satisfied with Our organisation, services, or response to Your enquiry.
- You have any concerns about Our treatment of Your personal information.
- You believe there has been a breach of Our Privacy Policy.

Complaints and Customer Resolution Service (CCR Service)
Chubb Insurance Australia Limited
GPO Box 4065
Sydney NSW 2001
+61 2 9335 3200
complaints.AU@chubb.com

For more information, please read Our **Complaints and Customer Resolution** policy.

Complaints and Dispute Resolution Process

If You are not satisfied with any aspect of Our organisation, products and services, or staff and You want to make a complaint, please contact:

Complaints and Customer Resolution Service (CCR Service)
Chubb Insurance Australia Limited
GPO Box 4065
Sydney NSW 2001
+61 2 9335 3200
complaints.AU@chubb.com

We take all Our customer's concerns seriously. Our CCR Service is committed to reviewing complaints objectively, fairly, and efficiently. We also offer additional assistance when lodging a complaint, such as a representative or an interpreter. For customers experiencing vulnerability or family violence, access Our **Vulnerable Customer Policy** or contact Us for further details.

You may also lodge a complaint with AFCA. AFCA may consider certain types of complaints, subject to its rules, and provides fair and independent financial services complaint resolution that is free to consumers.

Australian Financial Complaints Authority (AFCA)
www.afca.org.au
GPO Box 3
Melbourne VIC 3001
1800 931 678
info@afca.org.au

About Chubb in Australia

Chubb is a world leader in insurance. 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 insure and consumers purchasing travel 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
www.chubb.com/au

Chubb. Insured.℠