

Legal Liability

Claim Form

Instructions

Legal Liability Claims require special attention.

To assist us to consider your claim as soon as possible please complete all questions in full to the extent relevant and attach any relevant invoices and other documents to support your claim. Once completed, please email this form and any supporting documentation to nz.claims@chubb.com.

It is important that you provide honest, complete, up-to-date and relevant information when completing this form.

The issue and acceptance of this claim form does not constitute an admission of liability by Chubb Insurance New Zealand Limited (Chubb) or a waiver of its rights.

Policy and Claimant Details

1. Name of Insured					
Postal Address					
Telephone - Home		Business	Mobile		
2. Your Broker					
Address of Broker					
3. Date and Time of the Damage or Injury		/	/	at	am / pm
4. Place where the Damage or Injury occurred?					
5. State in full detail how the Damage or Injury happened (Attach any relevant documentation)					

6. In your opinion who was responsible for the Damage or Injury? (Give reasons)					
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7. State details of Damage or Injury to Third Parties:					
a) Name					
b) Address					
c) Description and extent of Damage or Injury					
d) Estimated cost of Damage \$					

8. Have you received or do you anticipate receiving, notice of any claim from or on behalf Third Parties? Yes No

If "Yes", please supply full details.

9. Have you made any admission of liability or any statement concerning liability? Yes No

If "Yes", please supply full details.

10. Give Names, Addresses and Telephone Numbers of any Witnesses to the Damage or Injury

11. When and by whom was the Damage or Injury reported to you?

12. Have any of your employees been injured or your own property been damaged? Yes No

If "Yes", please supply full details.

13. Have you any other Insurance against your liability to the General Public? Yes No

(If Yes, Name the Insurance Company and provide details of the policy)

14. Any further information you wish to add:

Chubb Insurance New Zealand Limited Claim Privacy Consent, Authority and Declaration

Claim Privacy Consent

I/ we:

- i. understand that Chubb Insurance New Zealand Limited CU1-3, Shed 24, Princes Wharf, Auckland (Chubb) requires personal information (which may include Health information) so that Chubb can evaluate this claim and administer the insurance policy and that failure to consent to the collection, use and disclosure of personal information may result in the claim being refused in part or in full;
- ii. authorise Chubb to obtain from other parties personal information (which may include Health information) about me/us that Chubb views as relevant to the claim;
- iii. agree to Chubb disclosing to other parties, including but not limited to, service providers engaged by Chubb, the insurance broker, the policy holder (if this differs from the claimant) or reinsurers personal information (including Health information) collected in relation to this claim or the insurance policy;
- iv. understand that I/we have rights of access to, and correction of, personal information held by Chubb; and
- v. understand that further information about how Chubb collects, uses, discloses and processes my/our information is set out in Chubb's Privacy Policy, available at www.chubb.com/nz-en/footer/privacy.html.

If you would like to access a copy of your personal information, or to correct or update your personal information, please contact our Privacy Officer on +64 (9) 377 1459 or email NZlegal.privacy@chubb.com

Authority and Declaration

I/ we:

- a) understand that in evaluating my/our claim or by accepting documents in support of my/our claim, Chubb has made no acceptance of liability nor waived any of its rights;
- b) confirm that any information that I/we supply will be true, correct and complete and that I/we will not withhold any information likely to affect the acceptance or handling of my/our claim and understand that if I/we provide untrue information or do not disclose relevant information that it might result in my/our claim being declined in part or in full;
- c) agree to notify Chubb immediately if any lost or stolen property is subsequently recovered, and at Chubb's option surrender the property to Chubb or refund the amount of money received; and
- d) will give all reasonable assistance to Chubb and co-operate in the assessment of my/our claim.

Signature of claimant			
Name of claimant		Date	
Signature of witness			
Name of witness		Date	

Important Information

In this section "We", "Our" and "Us" means Chubb Insurance New Zealand Limited (Chubb). "You" and "Your" refers to Our customers and prospective customers as well as those who use Our website.

Claims Process

On receipt of Your completed claim form We will take the following steps:

- Acknowledge receipt of Your claim within 5 business days of receipt
- Identify Your insurance policy, register Your claim against it, and assign a claim number
- Review whether any further information may be needed.

If We have all the information We need to assess Your claim then We will review Your claim to decide whether or not to accept it. We will let You know if We need further information to assess Your claim.

Fair Insurance Code

We are a member of the Insurance Council of New Zealand (ICNZ) and a signatory to ICNZ's Fair Insurance Code (the Code). The Code and information about the Code is available at www.icnz.org.nz and on request.



Privacy - How We handle Your Personal Information

Chubb is committed to protecting Your privacy. Chubb collects, holds, stores, uses, discloses, retains, gives access to and corrects Your personal information in accordance with the Privacy Act 2020 (NZ) and Our Privacy Policy. For more information on how Chubb handles Your personal information, please refer to Our Privacy Policy. Please note that Our Privacy Policy may change from time to time and where this occurs, the updated Privacy Policy will be posted on Our website available at <https://www.chubb.com/nz-en/footer/privacy.html>

Complaints and Dispute Resolution

We take Your concerns very seriously and We have detailed complaint handling and dispute resolution procedures that You may access, at no cost to You. To assist Us with Your enquiries, please provide Us with Your claim or policy number (if applicable) and as much information You can about the reason for Your complaint.

Our complaints and dispute procedures are as follows:

Stage 1 - Complaint Handling Procedure

If You are dissatisfied with any aspect of a Chubb or Combined Insurance product or service and You wish to make a complaint, please contact Our Complaints and Customer Resolution Service (CCR Service) by post, phone or email (as below):

Complaints and Customer Resolution Service
Chubb Insurance New Zealand Limited
PO Box 734
Shortland Street
Auckland 1140
O +64 9 377 1459
E Complaints.NZ@chubb.com

Our CCR Service is committed to reviewing complaints objectively, fairly and efficiently and Our team members are independent of the original decision maker.

Our response

We will acknowledge receipt of Your complaint within five (5) business days of receiving it from You and We will provide You with the name and relevant contact details of the CCR Service team member who will be assigned to liaise with You regarding Your complaint.

We will investigate Your complaint and if We have all the information required to make a decision, We will respond to You within ten (10) business days with a decision. If We require more time or further information We will request a reasonable additional timeframe in which to provide Our response.

If We require more time to finalise Our response, We will keep You updated at least every 20 business days.

When We provide Our complaint decision to You, or if We cannot resolve Your complaint within two months of You lodging it, We will provide You with a 'deadlock' letter which explains Our reasons to You in writing. We will provide You with the option of taking Your complaint to Stage 2 of the Complaints and Dispute Resolution process - External Dispute Resolution.

Stage 2 - External Dispute Resolution

We are a member of an independent external dispute resolution scheme operated by Financial Services Complaints Limited (FSCL) and approved by the Minister of Consumer Affairs. Subject to FSCL's Terms of Reference, if You are dissatisfied with Our complaint determination or We are unable to resolve Your complaint or dispute to Your satisfaction within two months, You may contact FSCL via:

Financial Services Complaints Limited
PO Box 5967,
Wellington 6140
O 0800 347 257 (Call Free for consumers)
or +64 4 472 FSCL (472 3725)
E info@fscl.org.nz or complaints@fscl.org.nz
www.fscl.org.nz

Please note if You would like to refer Your complaint to FSCL You must do so within 3 months of the date of the 'deadlock' letter (or any longer period permitted under FSCL's Terms of Reference). FSCL provides an independent dispute resolution service that is free to customers.

Further details regarding Our complaint handling and dispute resolution procedures are available from Our website and on request.

About Chubb in New Zealand

Chubb is a world leader in insurance. Chubb's operation in New Zealand (Chubb Insurance New Zealand Limited) offers corporate Property & Casualty, Group Personal Accident and corporate Travel Insurance products through brokers.

More information can be found at www.chubb.com/nz.

Contact Us

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www.chubb.com/nz

Company No. 104656

Financial Services Provider No. 35924

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