Claims Form

Personal Accident Insurance

The issue of this form is not an admission of liability

PLEASE ENSURE

- You fully complete every question before your doctor completes his statement. Failure to do so will result in delay in handling your claim.
- You have enclosed all requested information/documentation.
- You have signed this claim form.
- Your attending doctor fully completes the statement.
- ALL MEDICAL CERTIFICATES MUST STATE THE REASON FOR YOUR DISABLEMENT (e.g. "medical condition" cannot be accepted)

Section 1 | Claimant Details

Certificate / Policy No: ____________________

Name of Insured / Employer: ____________________

Claimant Given Name and Family Name: ____________________

Date of Birth: _______ / _________ / ___________

Address of the Insured: ____________________

Suburb: ____________________ Postcode: ____________________

Occupation: ____________________

Telephone No.: ____________________ Mobile No.: ____________________

Email: ____________________

Do you consent to us communicating with you by email? Yes [ ] No [ ]

Section 2 | Claims for Injury / Illness / Death

What is the injury or illness? ____________________

If injured, how exactly did it occur? ____________________

Do you consider your injury to have been caused by your work? Yes [ ] No [ ]

When did the injury occur, or the illness begin or first manifest itself or when was it first diagnosed?

Date: ______ / __________ / _____________

Did the injury or illness cause you to stop work? Yes [ ] No [ ]

If YES, please provide the following details:

Date: ______ / __________ / _____________

Are you a part time or casual employee? Yes [ ] No [ ]

Have you returned to work full-time? Yes [ ] No [ ]

If YES, please provide the following details:

Date: ______ / __________ / _____________

Have you returned to work part-time? Yes [ ] No [ ]

If YES, what hours are you working?

Days: ____ Hours: ____

Details of your usual pre-injury Duties: ____

____

Are you currently on a claim for any injury or sickness not including this claim? Yes [ ] No [ ]

If YES, please provide the following details:

Date: ______ / __________ / _____________

Who is your usual family doctor? ____

How long have you been treated by your family doctor? ____

Name: ____

Address: ____

Telephone Number: ____

When did you first get treatment from a medical practitioner for this condition? ____________________

Doctors Name: ____

Address: ____

Telephone Number: ____

When did you first see the medical practitioner?

Date: ______ / __________ / _____________

Were you hospitalised for this condition? Yes [ ] No [ ]

If YES, please provide the following details:

Date: ______ / __________ / ________ to _________ / _____________ / ____________

At which Hospital? ____

Detail surgery performed: ____

During the 24 hours before the injury, did you drink any alcohol/take any drugs? Yes [ ] No [ ]

State Types and Quantities: ____

Have you ever suffered this injury/illness or a similar condition before? Yes [ ] No [ ]

Give details: ____

Are you affected by any long term or chronic disability? Yes [ ] No [ ]

Give details: ____

OTHER INSURANCE / BENEFITS:

Are you entitled to claim compensation from your Superannuation Fund or any insurance through your Superannuation Fund? Yes [ ] No [ ]

Member number: ____

Are you entitled to claim insurance or compensation from any other insurance company? e.g. Workers Compensation, Traffic Accident Commission, sports body or any Income Replacement, Private Health Insurance? Yes [ ] No [ ]

Give details: ____

Name of organisation / Insurer: ____

Name of Insurer and Contact Details: ____

Type of Cover: ____

Claim Number: ____

Amount Claimed: ____

Attach a copy of the claim acceptance letter, Benefit Statement, other correspondence

Declaration and Authorisation Complete for all Claims

- **I declare that** the information on this form and any documents attached to it, is correct and complete and that I have not withheld any information that could affect this claim. I understand that any false statement or information may lead to my claim being denied.
- I also understand and accept that until I provide all required information, consent and authorities DUAL will not be able to process my claim and will have no obligation to make any payment to me or on my behalf.
- **I authorise** any hospital, physician or other person who has attended me to furnish to DUAL and the claims manager of Corporate Services Network (CSN), or its representatives, any and all information with respect to any Sickness or Injury, medical history, consultation, prescriptions, or treatment, and copies of all hospital or medical reports.
- I authorise any Insurer, organisation or body through which I am claiming similar benefits to furnish to DUAL and FHCS all information with respect to this Sickness or Injury to enable assessment of my claim.

Signature: ______________________________ Name (Print): ______________________________

Date: ________ / __________ / __________

Bank Account Details

Please complete the following:

Bank: ______________________________

Account Name(s): ______________________________

BSB Number: ______________________ - - - ______________________

Account Number: ______________________________

Employer or Principal Contractor Statement

Claimant Name: ______________________________

When did Claimant cease working for this Injury/Sickness? ______________________________

Date: ________ / __________ / __________

Is the claimant currently off work on an unrelated claim? Yes [ ] No [ ]

Date of employment with the Company: ________ / __________ / __________

Gross Weekly Salary averaged over the last 12 months prior to the date of disablement (Please attach pay report)

$ ______________________________

Did the Injury occur at work? Yes [ ] No [ ]

If so when will/was the Workers' Compensation Claim lodged? Date: ________ / __________ / __________

If YES, what is the Weekly Compensation? ______________________________

(Please attach all WorkCover correspondence)

What payments have been made to date during the period of disablement? ______________________________

WorkCover $ ____________________ From ________ /______ / _________ To _________ /______ / ________

Normal Pay $ ____________________ From ________ /______ / _________ To _________ /______ / ________

Sick Pay $ ______________________ From ________ /______ / _________ To _________ /______ / ________

What is the usual occupation of the claimant? ____

What are his/her usual duties? ____

____

Has the Claimant returned to work? Yes [ ] No [ ]

If YES, please provide the following details:

Date: ________ /__________ / __________

Name of Company: ____

Contact Details ____

Address: ____

Suburb: _______________________________________ State: ____________ Postcode: ____________

Telephone Number: ______________________________ Email: _______________________________

Signature: ____

Name: ____

Position: ____

____

THIS SECTION MUST BE FULLY COMPLETED BY ATTENDING DOCTOR - ANY FEE FOR COMPLETION OF THIS SECTION IS THE RESPONSIBILITY OF THE INSURED PERSON

Section 3 | Doctor's Statement

Patient's Name: ____

Date of Birth: ________ / _________ /_________ Height: _________________ Weight: ______________

Please give full details of circumstances of injury/onset of illness: __________________________________

____

Final diagnosis: ____

Date of Onset of Sickness / Date of Injury: _______ / _________ /_________

When did the patient first receive medical attention for this condition? _____________________________

____

Was the disability sports related? Yes [ ] No [ ]

If YES, please provide details: ______________________________

____

Does the patient have any other injury or sickness that is contributing to the condition? Yes [ ] No [ ]

If YES, please provide details: ______________________________

Has the patient ever suffered with this or any similar condition before the present episode? Yes [ ] No [ ]

If YES, please give details including dates treatment and consultation:

____

____

Are you the patient's usual doctor? Yes [ ] No [ ]

If NO, please give name and address of claimant's usual doctor? ______________________________

____

When did the patient first consult you for this condition? ______________________________

How long have you been treating the patient? ______________________________

On which date did incapacity commence? Date: ________ / ________ /________

Is patient still incapacitated? Yes [ ] No [ ]

If YES, please estimate when you expect the patient to be able to return to full time work or part time work?

Date: ________ / ________ /________

Please advise on:

Working hours: ______________________ Capacity: ______________________

Restrictions: ______________________________

If NO, when did incapacity cease?

Date: ________ / ________ /________

Was the patient hospitalised as a result of this condition? Yes [ ] No [ ]

How many days was the patient hospitalised?

Days: ________________ From ______ / ______ /______ to ______ / ______ /______

Detail any Surgical Procedures performed or planned: ______________________________

Detail any Treatment recommended i.e. physiotherapy: ______________________________

Is the condition due to Injury or Sickness arising out of the patient's employment? Yes [ ] No [ ]

Signed: ____

Date: __________ / ____________ / ____________

Qualifications: ____

Please use validation stamp or complete in block capitals: ______________________

Name: ____

Address: ____

Telephone No. ______________________ Fax No: ______________________

Email Address: ____

Validation Stamp: ____

Claim Lodgement Details

PLEASE FORWARD CLAIM DETAILS USING ONE OF THE FOLLOWING LODGEMENT PROCESSES

(Please keep a copy of all documents sent to CSN)

Postal Address:
Corporate Services Network
GPO Box 4276
Sydney, NSW 2001

Email Address:
claims@csnet.com.au

Fax No:
+61 2 8256 1775

Phone Number:
Once the claim form has been completed, sent, and received by CSN, claim inquiries can be made to CSN on:
+61 (2) 8256 1770
Policy and coverage queries should first be directed to your Insurance Broker.

PRIVACY STATEMENT:

At DUAL Australia Pty Ltd, we are committed to compliance with the Privacy Act 1988 (Cth). We use the personal information you provide in connection with a claim to assess, administer and manage the claim. If you don't provide us with full information, we may not be able to do this. When assessing a claim, we may need to collect information from people like your insurance broker, employer, medical and financial advisers and Government agencies. If you provide us with information about someone else you must obtain their consent to do so.

We provide your information to the insurer we represent when we assess and administer your claim. When providing insurance terms or assessing your claim, we will tell you if the insurer is overseas and if so, where they are. We are part of the Hyperion Insurance Group and may provide your information to UK based Group entities who provide us with business support services. We may also provide your information to third parties such as: (1) your insurance broker or other person who acts for you; (2) contracted third party providers who supply us with services such as claims investigation and management companies, legal and medical advisers and loss adjusters; and (3) Government agencies (where we are required to do so by law). We will take all reasonable steps to ensure that our service providers comply with the Privacy Act.

Our Privacy Policy contains information about how you can access the information we hold about you, ask us to correct it,

or make a privacy related complaint. You can obtain a copy from our Privacy Officer by telephone (+61 (0)2 9248 6300), email (reception@dualaustralia.com.au) or by visiting our website (www.dualaustralia.com.au).

By signing this claim form, you consent to the collection and use of your personal information as outlined above and in our Privacy Policy.

Other Disclosures

Personal information may be disclosed to:

Brokers and agents who refer your business to us, your superannuation fund and any organisations appointed by them to administer your insurance related matter;

Any person acting on your behalf, including your financial adviser, solicitor or accountant, executor, administrator, trustee, guardian or attorney;

Your employer;

Medical practitioners (to verify or clarify, if necessary, any health information you may provide), claims investigations and reinsurers (so that any claim you make can be accessed and managed). Other insurers to which your insurance is transferred by your employer or superannuation fund;

Organisations, including overseas organisations, to whom we outsource certain functions.

In all circumstances where our contractors, agents and outsourced service providers become aware of personal information, confidentiality arrangements apply. Personal information may only be used by our agents, contractors and outsourced service providers for our purposes.

We may be allowed or obliged to disclose information by law, eg. Under Court Orders or Statutory Notices, pursuant to taxation or social security laws.

Your acknowledgment and consent

Your signature below indicates your consent to such use and disclosures of your personal information as are indicated above.

Signature: ______________________________

Name (Print): ______________________________

Date: __________ / __________ /__________