

# General Claim Form

If you need any help with this form, please contact the nearest NZI Branch or your insurance advisor.



- **WARNING: If you supply any untrue or false information and know that it is not true NZI shall have the right to refuse the claim.**
- We recommend that you read the Claims section of your policy.
- Please answer all the questions on this form. If a question does not apply to your claim, please answer "N/A".
- You must not incur any expense (unless it is to minimise the loss), or admit fault, without our permission.

**Part A:  
THE  
INSURED**

Name of Insured: .....

Postal Address: .....

Best contact Phone No: ..... Best time to contact: .....

Alternative contact: .....

**Part B:  
THE LOSS  
OR DAMAGE**

1. Where did the loss or damage happen? (please give the full address or details of the location)  
.....
2. When did it happen? (please give date and time) .....
3. When did you first know about it? .....
4. How did the loss or damage happen? (please give full details)  
.....  
.....
5. Have you done anything to reduce or recover the loss or damage? Yes  No   
If you have answered "Yes", please give details below  
.....
6. Were there any witnesses? Yes  No
7. Do you think that any other person is responsible for the loss or damage? Yes  No   
If you have answered "Yes" to questions 6 or 7, please give details below  
.....  
.....

**Part C:  
BURGLARY  
THEFT etc**

1. Does this claim involve **burglary, theft, unexplained loss or intentional damage?** Yes  No   
If "NO" Please go to Part D. If "YES" it must be reported to the Police, and questions 2 & 3 answered.
2. Is a Police Complaint Acknowledgement attached? Yes  No  If "No" please complete the details below  
Reported by..... to (Station Name).....  
on..... Complaint Ref. No..... Name of Attending Officer.....
3. If the loss or damage was through a burglary (or an attempted burglary):  
Did the premises have a burglar alarm? Yes  No  Don't know   
If "YES", was the alarm on at the time the loss or damage happened? Yes  No  Don't know

**Part D:  
GENERAL  
QUESTIONS**

1. Do you have any other insurance which covers this loss or damage? Yes  No
2. Have you claimed on any type of property insurance in the past 5 years? Yes  No   
If "YES" to question 1 or 2 please give full details (include date, type of claims and name of Insurer)  
.....  
.....

OFFICE USE: Policy No..... Branch.....

**Part E:  
THE  
PROPERTY  
LOST OR  
DAMAGED**

- To support ownership and the amounts claimed, please attach receipts, valuations, guarantees, current quotations or other documents. If repairs have been paid for, please attach a receipt or account.
- Wilful or reckless exaggeration of any amount claimed will forfeit the claim.
- If at all possible, keep damaged items available so that we can inspect them if needed.

**office use**

DESCRIPTION OF ITEM (include any serial number)	FROM WHOM OBTAINED (name and address)	DATE OBTAINED (if secondhand state item age when obtained)	CURRENT REPLACEMENT COST	REPAIR COST	DEDUCTION FOR AGE USE OR WEAR & TEAR	
If there is not enough room to list everything you are claiming for, please attach an additional list.				AMOUNT		
Is an additional list attached?    Yes <input type="checkbox"/> No <input type="checkbox"/>				EXCESS		
				CLAIM TOTAL \$		

1. Are you the sole owner of the lost or damaged property?    Yes  No   
 If "NO", please give full details of the owner, or of any other person who owns a share of the property (include name, address and contact phone number):  
 .....

2. Is any of the lost or damaged property subject to any financial or hire purchase agreement?    Yes  No   
 If "YES" please give full details below (include name, address and contact phone number of any mortgagee etc)  
 .....

3. If the lost or damaged property is a building, who occupies it?    Owner     Tenants     Other   
 If "Tenants" or "Other" please give their details below:  
 .....

**Part F:  
DECLARATION  
AND  
SIGNATURE  
Please read  
and sign**

I declare that:

**1. Material Facts:**  
 (a) All information given to NZI, a business division of IAG New Zealand Limited in connection with this claim (whether oral or written) is true and correct;  
 (b) No information relevant to the claim is omitted;

**2. Use of Information:**  
 (a) My personal information collected by NZI in connection with this claim may be disclosed to:  
     (i) other members of the insurance industry and Insurance Claims Register Ltd;  
     (ii) parties repairing or replacing the subject matter of the claim;  
     (iii) parties who have a financial interest in the subject matter of the policy;  
 (b) My personal information held by any other parties in connection with this claim may be disclosed to NZI.

**Please note:**

- We gather information about you (including your claims history) to consider your claim. The terms of your insurance policy require you to supply this information, and if you refuse to provide it, we may decline your claim.
- This information is held by us and you may access it. It may be passed onto other insurers you deal with, repairers and mortgagees etc.
- Your claims history is passed onto, and held by, Insurance Claims Register Ltd. This enables other insurers you deal with to access it, and prevents fraudulent claims.

**Signed On Behalf**  **Date**   
**Of All Insureds**