



GIO Claim Notification Guide – Property and Miscellaneous

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Table of Contents

GIO Claims Notifications– Property and Miscellaneous	3
Treasury Managed Fund (TMF)	4
What is a claim?	4
Roles & Responsibilities.....	4
Claims Manager	4
TMF Agencies	4
Delegated Authority	4
Lodging Claims	5
Important notes:.....	5
How to notify GIO of a new damage claim	5
What happens next?.....	5
Claim Number.....	6
Policy Details	6
Claim Contacts	7
Claim Details	8
Claim Details (continued)	9
Declaration	10
Privacy Statement	10
Contact Details as at January 2015	11

GIO Claims Notifications– Property and Miscellaneous

This GIO Claims Notification Guide for Property and Miscellaneous claims is not part of the Treasury Managed Fund (TMF) Statement of Cover. It is to assist TMF Agencies by providing a guide to completing a Claim Form.

Note: The content of this document is based on the coverage provided under the TMF Statement of Cover.



This document contains information on the following:

- ▶ Treasury Managed Fund
- ▶ Roles & Responsibilities
- ▶ How to complete a Claim Form
- ▶ Claims Online

Treasury Managed Fund (TMF)

The Treasury Managed Fund (TMF) is the NSW Government's self-insurance scheme.

Established in 1989, the TMF provides broad protection for all asset and liability exposures (except Compulsory Third Party (CTP) motor vehicle insurance) to TMF Agencies. Cover is provided for loss or damages incurred on or after 1 July 1989 or the date that the agency joined the TMF.

What is a claim?

The Statement of Cover defines a claim as:

- ▶ A request by a TMF Agency for cover, payment or benefit provided by the TMF under the Statement of Cover.

Roles & Responsibilities

Claims Manager

The Claims Manager under the current contract is GIO. GIO is contracted to provide a wide range of services to meet the operational needs of the TMF.

In relation to claims, GIO's fundamental role is to manage claims and maintain appropriate records (e.g. case estimates of outstanding claims). In addition, GIO will provide TMF Agencies with information, tools and assistance to manage their risks.

TMF Agencies

In broad terms the role of the TMF Agencies in relation to claims management is to promptly notify claims and potential claims to GIO.

This means providing GIO, within agreed timeframes, all claims information necessary to effectively manage claims.

Importantly, TMF Agencies also have an obligation to ensure that appropriate risk management resources are available by conducting regular risk assessments and performing risk management tasks for all exposures.

Delegated Authority

The Director of the NSW Self Insurance Corporation has delegated a financial authority to GIO as the Claims Manager.

- ▶ Unless prior agreement has been reached with the NSW Self Insurance Corporation and recorded in the TMF Agency profile, no TMF Agency has delegated authority to spend, or commit to spend, TMF Funds without the consent of GIO.
- ▶ The granting of cover, under the Statement of Cover, by GIO does not provide authority to the TMF Agency to make any admission, offer, promise or payment; nor does the acceptance of liability by GIO provide any authority to the TMF Agency to make any admission, offer, promise or payment.
- ▶ Each and every time a TMF Agency seeks to make an admission, offer, promise or payment, approval must be first sought from GIO.
- ▶ Any past approval provided by GIO does not equate to a future approval should the proceedings not resolve.

Lodging Claims

GIO should be notified as soon as possible of any new or potential claims. If you are unsure whether a claim should be lodged, please contact your Client Services Manager at GIO.

Important notes:

- ▶ Claim notifications should be submitted, in writing, as soon as possible to ensure that the claim is efficiently and effectively managed.
- ▶ Mandatory fields on the Property and Miscellaneous Claim/Notification document that have not been completed will cause a delay in the management for the claim.
- ▶ The Property and Miscellaneous Claim/Notification document is an editable PDF document, so all the claim information can be input directly into the form.

How to notify GIO of a new damage claim

1. Using this document has a guide, complete a Property Claim Form.
 - a. The Claim Form must include ALL mandatory information.
 - b. Mandatory fields are noted on the Claim Form by an asterisk (*).
2. Gather Supporting documentation where applicable;
 - a. Witness Statements
 - b. Photographs of the damage
 - c. Third Party details, where damages may have been caused by an external party.
 - d. Any Make-Safe details, or details of any work completed to mitigate damage.
3. Email the Claim Form, along with all supporting documentation to TMFPropertynewclaims@suncorp.com.au or submit the claim via Claims Online at www.claimsonline.gio.com.au

What happens next?

1. GIO will issue an acknowledgment email **within 3 working days** of receipt of the new claim.
2. The acknowledgement email will contain important details including:
 - a. Who will manage your claim.
 - b. GIO claim number.
 - c. Request for information which may have been omitted from the claim form.

Claim Number

	<input style="width: 90%; height: 20px;" type="text"/> <small>Claim Number</small>
-----------------------------------------------------------------------------------	---------------------------------------------------------------------------------------

Provide the Claim Number that is generated through Claims Online or if your agency allocates an individual Claim Numbers to a new claim. A Claim Number should only be provided if the claim is lodged via Claims Online or GIO have provided you with a batch of Claim Numbers.

Policy Details

POLICY DETAILS			
Agency name*	<input style="width: 100%;" type="text"/>		
Policy number*	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	Cost centre number(s)	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>
Agency address	<input style="width: 50%;" type="text"/>	Suburb	<input style="width: 20%;" type="text"/> Postcode <input style="width: 10px;" type="text"/> <input style="width: 10px;" type="text"/> <input style="width: 10px;" type="text"/>
Special instructions	<input style="width: 100%;" type="text"/>		

Field	Information Required	Reason
Agency Name *	Provide the TMF Agency name that the Agency is commonly known as.	This is a mandatory field that GIO use to identify the Agency when lodging the claim.
Policy Number *	Provide the policy number that belongs to the Line of Business the claim is being lodged under.	This is a mandatory field that GIO uses to identify the Agency and the Line of Business when lodging the claim.
Cost Centre Number (s)	Provide the Cost Centre number(s), if the TMF Agency has one.	For reporting purposes.
Agency Address (including Suburb and Postcode)	Provide the postal address, suburb and postcode of the site of the TMF Agency making the claim.	To ensure that all postal correspondence is issued to the correct address.
Special Instructions	Provide any special instructions, such as; <ul style="list-style-type: none"> ▶ Actions the TMF Agency has taken on the claim. ▶ Any sensitive information. ▶ Whether GIO is to take over the management of the claim. 	This is to assist GIO in the assessment of the claim.

Claim Contacts

CLAIM CONTACTS			
Reported By:			
Name*	<input type="text"/>	Date	<input type="text"/> / <input type="text"/> / <input type="text"/>
Address	<input type="text"/>	Suburb	<input type="text"/>
		Postcode	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Phone number*	<input type="text"/> (<input type="text"/>) <input type="text"/>	Mobile	<input type="text"/>
Agency Claim Contact:			
Name*	<input type="text"/>	Role	<input type="text"/>
Address	<input type="text"/>	Suburb	<input type="text"/>
		Postcode	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Phone number*	<input type="text"/> (<input type="text"/>) <input type="text"/>	Mobile	<input type="text"/>
Email*	<input type="text"/>		

Field	Information Required	Reason
Name *	Provide the name of the person who reported the claim. This <u>does not</u> need to be the same person who is the contact of the claim.	Identifies the reporter that may aid GIO should the Claims Officer need to clarify claim details.
Date *	Provides the date the claim was reported to GIO.	Aids GIO in the assessment of the claim.
Address (including suburb and postcode)	Provide the address, suburb and postcode of the person who reported the claim.	Identifies the site involved in the claim.
Name and Role *	Provides the name and the Role of the Claim Contact at the TMF Agency who will be the point of contact.	Aids GIO to make contact with the correct person managing the claim.
Address (including suburb and postcode)	Provides the address of the Claim Contact at the TMF Agency.	Ensures that GIO is able to issue any correspondence to the correct person and address.
Phone Number and Mobile *	Provides the telephone number(s) of the Contact at the TMF Agency who will be the point of contact.	Ensures that GIO is able to contact the correct person and address.
Email *	Provides the email address of the Claim Contact.	Ensures GIO is able to issue correspondence electronically to allow for fast and proactive claims management.

Claim Details

CLAIM DETAILS

Date of incident* / / Time of incident* AM PM

Address of the incident*

Suburb Postcode

Full incident description (What has happened?)*

Field	Information Required	Reason
Date of Incident *	Provides the date the incident occurred.	Allows accurate reporting and aids GIO in assessing the claim.
Time of the Incident *	Provides the time the incident occurred, including whether it occurred in the AM or PM. Where the time is unknown, please provide an estimate.	Aids GIO in the assessment of the claim.
Address of the Incident *	Provides the address and location of where the incident occurred.	Aids GIO in the assessment of the claim.
Full Incident Description (what has happened?) *	Provides a detailed description of the cause of the damage and the item(s) that have been damaged or are the subject of the claim.	Allows GIO to be able to process the claim as quickly as possible. Aids in the assessment of the claim.

Claim Details (continued)

CLAIM DETAILS (CONTINUED)		
Item/description of damage*		
Item	Description (Make/model)	Value \$
Actions taken so far (repairs/quotes/invoices)*		
Total estimate of damage*	\$	
Police report number if incident attended by police*		
Police station/officer's name		
(All incidents for theft, break and entry, motor vehicle impact and malicious damage must be reported to the Police).		
Salvage/recovery?*	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If, yes: Details*		
Name*		Phone number* ()
Email*		

Field	Information Required	Reason
Item/description of damage *	Provides a detailed description of the damaged items including make and model if applicable and their values.	Aids GIO in the assessment of the claim.
Actions taken so far (repairs/quotes/invoices) *	Provides a detailed description of the action taken to date for any repairs or replacements of claimed items.	Aids GIO in the assessment of the claim.
Total estimate of damage *	Provides the total monetary estimate of the damages claimed.	Aids GIO in the assessment of the claim.
Police report number if incident attended by Police *	Provides the Police Report Number, Police Station and Police Officer's name if the incident was attended by Police. This is only mandatory if Police attended.	Aids GIO in the assessment of the claim.
Salvage/Recovery and If yes, provide details *	Indicates whether there is any Salvage or Recovery potential. Ensures all details known are filled out.	Ensures GIO can begin actions immediately.

Declaration

DECLARATION		
I declare that the information provided is correct.		
<input type="text"/>	<input type="text"/>	<input type="text"/>
Signature*	Print Name*	Date*

Field	Information Required	Reason
Signature *	Provides the signature of the TMF Agency member who has completed the Claim Form.	Provides authorisation to lodge the Claim to GIO.
Print Name *	Provides the printed name of the person at the TMF Agency who has completed the Claim Form.	Ensures that GIO can contact the correct person should any details on the Claim Form need clarification.
Date *	Provides the date that the decalaration was made.	For reporting purposes and aids GIO in the assessment of the claim.

Privacy Statement

The Privacy Statement will provide details to the TMF Agency on:

- ▶ How information is collected, stored and shared
- ▶ What happens if you don't provide your personal information
- ▶ How we handle your personal information
- ▶ Overseas Disclosure
- ▶ How to access and correct your personal information or make a complaint
- ▶ How to contact us

Contact Details as at August 2015

GIO Property Claims Email: TMFnewpropertyclaims@suncorp.com.au

OR

Claims Online: claimsonline.gio.com.au

Please contact your Client Services Manager if you have a question about the Claim Form or lodging a claim.

Primary

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Frequently Asked Questions

1. Is there a timeframe requirement for lodgement of claims post incident?

- ▶ Yes, under Section 9.1(b) the Claims Manager is to be notified in writing of all losses, damage within 12 months of the date of the loss or damage; however we recommend the TMF Agency lodge the claim with GIO at the time of the incident.

2. Is there a minimum claim amount?

- ▶ Yes, under Section 8.1 of the Statement of Cover, every claim is subject to a minimum amount claimable of \$300 excluding GST.

3. Are there any exclusions under TMF?

- ▶ Yes, there are a number of exclusions which apply under Section 5.2 of the Statement of Cover, including but not limited to:
 - ▶ Illegal activity or any fraudulent, dishonest or malicious conductm act or omission
 - ▶ Wear and tear
 - ▶ Inherent vice; or
 - ▶ Pollution, other than sudden or accidental

4. Can the TMF Agency start repairs immediately?

TMF Agencies are authorised to proceed with any make-safe work to mitigate any further loss to TMF Agency property

5. Can a third party (repairer) forward the claim form to GIO

- ▶ This will result in delays of lodgement, assessment and repairs. We recommend the TMF Agency lodge the claim with GIO at the time of incident.

