

# GENESIS CLAIMS PROCEDURES

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Making a claim with Genesis is a simple process. We will help you and guide you through the whole claim process.

- We will monitor all claims on a regular basis to ensure expeditious settlement.
- You can choose to deal directly with Genesis or Tokio Marine.
- All claims must be notified to Genesis or Tokio Marine immediately by downloading and completing the relevant claim form.
- Please ensure that all relevant details are filled out on the specific Material Damage/ Loss or Liability claim form.
- It is mandatory to include the subject project details: start and finish dates as well as the contract price.

In addition:

## Material Damage/Loss Claims Procedure

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With each claim form, you will need to attach or forward where applicable:

- Photographs of the damage.
- Repair / replacement quotations or order forms.
- If the damage/loss has been repaired/ replaced please provide invoices.
- Original purchase receipts/ documentation to show proof of ownership where possible.
- Scope of repair works.

Once the above is received, Tokio Marine will determine and notify if they require a loss adjustor to attend and inspect damage/ the site. Please retain all damaged items if practical.

## Claims Information

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You should act in a manner that you are not insured.

- Take all reasonable precautions to prevent any further loss or damage to the subject property/site.
- For example, if a glass door is broken and allows access

to the site, have it replaced immediately or secure the site as best as possible.

- Report any thefts, attempted thefts, malicious damage or vandalism to the police as soon as possible.
- Record as much information as possible in order to provide a clear description of circumstances.

## Liability Claims Procedure

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Complete Liability claim form.

- Forward any third party correspondence including letters from solicitors, statements of claim, and letters of demand immediately to Genesis / Tokio Marine.
- Do not admit liability for any incident whether verbally or in writing.
- Take all reasonable steps following an incident to protect the person or property from further injury or damage.
- Should any third party or their insurer/solicitor contact you, please avoid entering into any conversation with them regarding the alleged incident and refer them to Genesis/Tokio Marine.
- Obtain as much information as possible for example witness details, contact details of all parties involved.

Tokio Marine will determine if a loss adjustor or solicitor is to be appointed, therefore please retain any relevant items/ documentation and confirm specifics of location/site where incident occurred.

## Contact Details For All Claims:

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Tokio Marine Contact:

Tokio Claims Email: [claimsinfor@tokiomarine.com.au](mailto:claimsinfor@tokiomarine.com.au)

Tokio Claims: Phone 1800 229 272

Any questions please just call us.