

Claims assistance

At Benjamin & Benjamin Insurance Group Pty Ltd (and trading as Insurance Made Easy) we believe that the true test of the value and integrity of the relationship with us is the provision of fast and efficient claims service and advice.

Our claims philosophy is built on four key principles:

1. Act fairly in the interests of our clients in the event of a claim.
2. Assist our clients to understand overly technical policy interpretations.
3. Assist our clients to reduce the cost and the number of claims through effective risk management strategies
4. Assist our clients through difficult times.

In the event of a claim, we undertake the following activities:

- Provide you with the insurer's claim form.
- Advise on the completion of the claim form.
- Submit the claim form to the insurer.
- Coordinate the appointment of key stakeholders such as assessors, restorers and repairers.
- Negotiate any settlement of the claim with your insurer.
- Provide advice and advocate on your behalf to ensure that full policy entitlements are received.

Claims procedures

All losses or incidents which may result in a claim (other than worker's compensation claims) are to be reported as soon as practicable after the event to your Account Manager.

The first notification should be by telephone, email, or as circumstances dictate and should include the following information:

- Description of incident.
- Date and time.
- Location where circumstances originated.
- Action being taken to minimise loss.
 - Action should be immediately taken to protect property from further damage but no action should be taken to repair damage until instructed by your Account Manager or the loss adjusters appointed by the insurer.
- If possible, an estimate of loss provided to your Account Manager.

CALL

In an emergency – click on this link [Emergency Contacts](#)

During office hours (8:30am – 5:00pm)

- Call Benjamin & Benjamin Insurance Group Pty Ltd
Call Insurance Made Easy

1800 236 526 (1800 Benjamin)
1800 641 260

Visit our website for another team members contact details:

<https://www.benjamin-ig.com.au/contact>

After office hours – click on this link [Emergency Contacts](#)