

Your guide to ...

Making a Property insurance claim

Where there has been loss or damage to property:

- Take all reasonable steps to protect property from any further loss or damage.
- Call the Police or other Emergency Services as required. Any loss by theft or wilful or malicious damage should immediately be reported to the nearest Police Station and details of the attending Police noted, such as the incident number.
- Notify ADS as soon as possible after the occurrence by filling in an [ISOPro incident report](#) while your memory of the incident is still fresh.
- Obtain quotes or organise for repairs to be carried out and submit the quotes or paid invoices to ADS Insurance manager via business.support@anglicands.org.au
- Ensure full cooperation with any Loss Adjuster appointed by our insurer.

Making a Vehicle insurance claim

Where there has been damage to or caused by a Diocesan insured or ADS Fleet Vehicle:

- Take all reasonable steps to ensure your safety, the safety of others and of the vehicle(s) and belongings.
- Do not admit liability.
- Call the Police or other Emergency Services as required. Complete a police report either online or at the nearest police station. Take note of the police event number.
- Notify ADS as soon as possible after the occurrence by filling in an [ISOPro incident report](#). Checking the “Diocesan Vehicle Damage” option in the Incident Report will open further fields for you to complete. The information requested therein is required in order to submit an insurance claim.
- If another vehicle(s) or another person’s property is involved, please make sure to obtain:
 - The driver’s name, address, telephone number and license number;
 - The name of the owner’s insurance company;
 - The make, model and registration number of the vehicle(s); and
 - The name and address of any witnesses.

For a complete description of Anglican Insurance and Risk Services policies, contact ADS Risk and Compliance on 02 6245 7126 or go to www.anglicancg.org.au to find out more. Our team is available to assist you to manage any insurance issue or claim

