



# 360 Landlords Claim From



360 Landlords Pty Ltd (**ABN 99 634 062 972**) as an authorised representative (**AR 1288284**)  
of 360 Underwriting Solutions Pty Ltd (360uw) **ABN 18 120 261 270**, **AFSL 319181**  
Suite 1, Level 18, 201 Kent St, Sydney, NSW 2000

# 360 Landlords Claim From



This Section describes what **you** must do, as well as conditions that apply when **you** make a claim, and at the time loss damage or injury occurs which is likely to give rise to a claim.

If **you** don't follow these procedures, **we** may refuse **your** claim or reduce the amount **we** pay **you**.

- + When loss or damage occurs, **you** must:
  - a. take all reasonable steps to reduce the loss or damage and to prevent further damage;
  - b. as soon as reasonably possible, make a full report to the Police if:
    - I. **you** know or suspect that property has been stolen;
    - II. someone has broken into **your building**; or
    - III. someone has caused malicious damage to **your** property, and give them a list of items damaged, stolen or lost.
  - c. **you** will need to give **us**:
    - I. the name of the police officer;
    - II. the station reported to;
    - III. the date reported; and
    - IV. a copy of the police report number.
  - d. not make any admission of liability, offer, promise or payment in connection with any event;
  - e. promptly inform **us** by telephone or in person;
  - f. preserve any damaged property and make it available for inspection by **our** representative or agent (including a loss adjuster) at a reasonable time and place. If **we** require **you** to deliver the damaged property to **us**, **we** will pay the costs of doing so;
  - g. not wash, clean or remove debris from an area damaged by **fire** unless **we** have agreed for **you** to do so;
  - h. apart from emergency repairs necessary to prevent or minimise further damage, not authorise the repair or replacement of anything without **our** agreement (which will not be unreasonably withheld).
- + If **you** want to make a claim **you** must:
  - a. fill in **our** claim form if **we** require **you** to do so;
  - b. return it to **us** within 30 days (or such other reasonable time as **we** agree) of the event that gave rise to the claim;
  - c. give **us** all the information and documentation **we** reasonably request, and which is relevant to the claim. If **we** ask for it, **you** must provide **us** with a statutory declaration verifying the truth of **your** claim and any matters connected with it.

Some proof of ownership documents which may be acceptable are listed below:

- I. sales receipts or accounts (originals or duplicates) showing the date, purchase price, a description of items purchased and place of purchase;
  - II. credit card statements or bank statements showing the purchase transaction details;
  - III. model and serial numbers of the lost or damaged property;
  - IV. instruction booklets and owner's manuals;
  - V. valuations;
  - VI. builder's, electrician's or other relevant tradesman's reports detailing the loss or damage;
  - VII. photos clearly showing the items damaged.
- d. as soon as reasonably possible, send **us** any court document or other communication **you** receive about the claim. Don't take any action **yourself** or ask anyone else to do so on **your** behalf.
- + **Tenant** default claims
- If **you** make a **tenant** default claim, **we** may also require some or all of the following information:
- a. completed claim form;
  - b. reason for default, and the period claimed for (e.g. 01/05/2021 – 19/05/2021)
  - c. tenancy tribunal documents
  - d. old tenancy agreement
  - e. new tenancy agreement
  - f. rent ledger
  - g. bond refund form
  - h. invoices to support that the bond has been exhausted
  - i. copy of any correspondence to **tenant** advising rent is late/due/notice to vacate
  - j. Bank account details: Account name, BSB & Account number
- + Proceedings and negotiations
  - a. **we** control all claims, but will consult with **you** where appropriate;
  - b. **we** require that **you** give **us** all information and assistance **we** may need:
    - I. to settle or defend claims; or
    - II. to recover from others any amount **we** have paid for a claim.

c. **you** must allow **us** to:

- I. settle or defend claims on **your** behalf; and
- II. take legal action in **your** name against another person to recover any payment **we** have made on a claim.

+ **Paying your excess**

When **you** make a claim under **your policy**, **you** may be required to pay an **excess**. The amount of each applicable **excess** is shown on **your schedule**. The **excess** is only applied once per event, even if **you** claim under more than one section. **You** do not have to pay the **excess** when **you** make a claim, however **you** will have to pay the **excess** before **we** will pay any money in relation to **your** claim.

## Important notice relating to this application

The issue of this form does not constitute an admission of liability on the part of the insurer.

Please print letters clearly. Use black or blue pen. Place ✓ in all applicable boxes.

## About the insured landlord

Name

Address

State

Postcode

Phone

Email

Policy number

Are you registered for GST?

Yes

No

ABN

Are you entitled to claim ITC?

ITC%?

Was there any other insurance covering this damage current at the time of the occurrence?

Yes

No

Give details

Name of insurer

Policy number

Does any other party have a financial interest in the damaged property the subject of the claim?

Yes

No

Give details

## About the property manager

Company	Contact person		
<input type="text"/>	<input type="text"/>		
Address			
<input type="text"/>			
State	Postcode	Phone	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

## About the incident

Date of incident	Time	
<input type="text"/>	<input type="text"/>	
Location	State	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/>

What happened? (Provide as much detail as possible e.g. For burglary claims please provide the point of entry, malicious damage claims please detail exactly what damages are being claimed and the room they are in, for water damage claims, please advise where the water has come from, etc)

Please provide the date the premises were last occupied:

Was there any other insurance covering this damage current at the time of the occurrence? Yes  No

Was the matter reported to the police? Yes  No

Police station	Phone
<input type="text"/>	<input type="text"/>

Police report number	Date reported
<input type="text"/>	<input type="text"/>

Any loss involving malicious damage, lost or stolen property must be reported to the police.

## About the tenant and tenancy

Tenant's name

Phone

Email

Forwarding address

### Rental agreement

Lease start date

Lease end date

Date tenant vacated

Notice given? Yes  No

By who? Agent  Tenant

Date notice given

Rented amount per week

 \$

Bond amount

 \$

Rent paid up to (excluding bond)

Rent credit (on account)

 \$

New lease agreement date

### Bond dispersal

What was any retained security bond allocated to:

Description

Amount

<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	\$ <input type="text"/>

Is there any bond credit? Yes  No

### Documents to be provided for rent loss claims

- + Copies of all invoice and/or quotes
- + Copy of Tenancy Agreement for new tenant and defaulting tenant
- + Copy of Application for Tenancy
- + Copies of all notices to vacate property by either party
- + Copies of all Breach of Condition Notices
- + Copies of all legal documents (including Bond Release and any Court Orders and application)
- + Substantiation of rental payments for at least 3 months prior to loss
- + Copies of entry, exit and routine Property Condition Report, and routine reports if applicable
- + Proof of advertising

## Schedule of loss

Please complete for loss/damage of property/contents

Full description of property lost or damaged	Date of purchase	Purchase cost	Repair/replacement cost	Total claimed
		\$	\$	\$
		\$	\$	\$
		\$	\$	\$
		\$	\$	\$
		\$	\$	\$
		\$	\$	\$
		\$	\$	\$
		\$	\$	\$
		\$	\$	\$
		\$	\$	\$
		\$	\$	\$

### Supporting documents required

- + Repair/replacement tax invoices or quotes if repairs/replacement is yet to take place
- + Photos of damages being claimed
- + Ingoing and outgoing condition reports for property damage claims
- + Original purchase invoices, for contents items

Please note: the underwriter may request further information in addition to the above if required.

### Claim payment by EFT

Account number	BSB	Account name
<input type="text"/>	<input type="text"/>	<input type="text"/>

## Declaration

By ticking this box

I / We and our Property Manager do solemnly and sincerely declare:

1. That the information supplied on this Claim Form and Statement of Claim is true in every respect.
2. I / We understand that the claim may be refused if information is withheld, false, misleading or concealed.
3. That there was no other insurance covering this loss current at the date of this incident.
4. I / We acknowledge that this Claim Form is a Legal Document and such may be used in any legal proceedings resulting from this claim.

Landlord's name	Property manager's name
<input type="text"/>	<input type="text"/>



## Supporting Documents Required

Below is a checklist of supporting documents we typically require in order for us to efficiently and correctly assess your claim.

You may use the Comments section to provide us with any additional information, or to advise if any documents are unavailable (stating reasons why), or if the documents will be provided at a later time.

### Document Required

- Last current lease agreement
  
- Tenant ledger
  
- Tenant application/proof of ID (for recovery purposes)
  
- Condition reports: entry/routines/exit + before/after images
  
- Notice to vacate/breach notes
  
- Tribunal ruling (if applicable)
  
- Bond refund receipt or application  
{should bond differ from the last lease agreement}
  
- Copy of any tenant related costs  
(bond dispersal or claimed loss)
  
- Preferred EFT for any settlement  
(BSB, account holder name & number)
  
- GST status (if client claims GST% of any costs), rare,  
but occasionally for some superannuation funds this applies.

### Comments


Note: We may request further information upon receipt of these documents.





# 360

Landlords

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Sydney, NSW 2000

