

Event Registration Refund Insurance

Claim Form

PLEASE NOTE: The policy does not cover the event being cancelled, abandoned or postponed by the artist, performer, band, venue, organiser or promoter. If the event was cancelled in this way then please instead contact the organiser/promoter directly to discuss any refund available.

- Please provide a copy of your registration receipt with this claim form to support your claim. If you do not have it (them) then it may take a little longer to process your claim.
- Please return this form together with attachments to: aus.ticketclaims@chubb.com
- If you need to discuss your claim by telephone then please contact us at: +61 2 9335 3200

Insured Name				Policy No		
Insured Address:				City		
	State		Postcode		Country	
Phone No				Mobile No		
Email						
Event name						
Event start date / time:						
Event end date / time:						

No. of registrations being claimed for		Registration No/s. (if applicable):	
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Please describe the reason and circumstances preventing you from attending the Event:

Date(s) and time you missed the Event:		Amount claimed:	
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Is any third-party to blame?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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If Yes to the above, who?

Have the police been notified?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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If Yes to the above, what station:

By whom?		Date	
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Please provide Police report No. (if applicable)	
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Have you taken any other action to recover or reduce your loss?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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If Yes to the above, please describe:

Details of any other insurance, you or others may have covering this loss:

For the purpose of any claim payment to be made to the Insured under the Policy, please provide Your bank account details for Electronic Fund Transfer (EFT) purposes:

Name of Bank		Account Name	
BSB		Account No	
For international payment please provide the Bank Swift Code:			
Bank Address:			
For international payment, please specify the preferred currency of payment (e.g. USD):			

Please provide relevant supporting documents as applicable from the below list:

- Doctor's certificate / medical report confirming illness / injury / death (if illness / injury / death prevented your attendance at the Event).
- Police report confirming traffic collision/damage to residence/assault (if this prevented your attendance at the Event).
- Letter from fire brigade, state emergency services confirming damage to residence (if this prevented your attendance at the Event).
- Letter from relevant State Government Office, such as Office of the Sheriff in NSW confirming jury duty (if requirement for jury duty prevented your attendance at the Event).
- Evidence of booked flights and letter from airline confirming delay (if airline flight delay prevented your attendance at the Event).
- Letter from public transport operator confirming time and place of mechanical breakdown (if use of public transport prevented your attendance at the Event).
- Letter from private vehicle owner and repair mechanic/road side assistance service confirming time and place of mechanical breakdown (if mechanical breakdown of private vehicle prevented your attendance at the Event).
- Letter from employer confirming redundancy, relocation or military duty (if this prevented your attendance at the Event).

Please ensure these documents confirm the time and date of the problem arising and describe the extent of the problem.

Claim Declaration and Consent

Privacy Statement

Chubb Insurance Australia Limited (Chubb) is committed to protecting your privacy. This document provides you with an overview of how we handle your personal information. Our Privacy Policy can be accessed on our website at www.chubb.com/au.

Personal Information Handling Practices

Collection, Use and Disclosure

We collect your personal information (which may include sensitive information) when you are applying for, changing or renewing an insurance policy with us or when we are processing a claim in order to help us properly administrate your insurance proposal, policy or claim.

Personal information may be obtained by us directly from you or via a third party such as your insurance intermediary or employer (e.g. in the case of a group insurance policy).

When information is provided to us via a third party we use that information on the basis that you have consented or would reasonably expect us to collect your personal information in this way and we take reasonable steps to ensure that you have been made aware of how we handle your personal information.

The primary purpose for our collection and use of your personal information is to enable us to provide insurance services to you. Sometimes, we may use your personal information for our marketing campaigns, in relation to new products, services or information that may be of interest to you.

We may disclose the information we collect to third parties, including service providers engaged by us to carry out certain business activities on our behalf (such as assessors and call centres in Australia). In some circumstances, in order to provide our services to you, we may need to transfer personal information to other entities within the Chubb Group of companies (such as the regional head offices of Chubb located in Singapore, UK or USA), or third parties with whom we or those other Chubb Group entities have sub-contracted to provide a specific service for us, which may be located outside of Australia (such as in the Philippines or USA). Please note that no personal information is disclosed by us to any overseas entity for marketing purposes.

In all instances where personal information may be disclosed overseas, in addition to any local data privacy laws, we have measures in place to ensure that those parties hold and use that information in accordance with the consent you have provided and in accordance with our obligations to you under the Privacy Act 1988 (Cth).

Your Choices

In dealing with us, you agree to us using and disclosing your personal information as set out in this statement and our Privacy Policy. This consent remains valid unless you alter or revoke it by giving written notice to our Privacy Officer. However, should you choose to withdraw your consent it is important for you to understand that this may mean we may not be able to provide you or your organisation with insurance or to respond to any claim.

How to Contact Us

If you would like a copy of your personal information, or to correct or update it, please contact our customer relations team on 1800 815 675 or email CustomerService.AUNZ@chubb.com.

If you have a complaint or would like more information about how we manage your personal information, please review our Privacy Policy for more details or contact the Privacy Officer, Chubb Insurance Australia Limited, GPO Box 4907, Sydney NSW 2001, Tel: +61 2 9335 3200 or email Privacy.AU@chubb.com

Declaration

I/We do hereby declare that the foregoing answers are true and correct. I agree that if I have made or shall make any false or untrue statement, suppression or concealment, my right to claim could be forfeited.

Signature	
Date	

About Chubb

Chubb is the world's largest publicly traded property and casualty insurance company. With operations in 54 countries, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients. As an underwriting company, we assess, assume and manage risk with insight and discipline. We service and pay our claims fairly and promptly. The company is also defined by its extensive product and service offerings, broad distribution capabilities, exceptional financial strength and local operations globally. Parent company Chubb Limited is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index. Chubb maintains executive offices in Zurich, New York, London and other locations, and employs approximately 31,000 people worldwide.

Chubb, via acquisitions by its predecessor companies, has been present in Australia for over 50 years. Its operation in Australia (Chubb Insurance Australia Limited) provides specialised and customised coverages, including Marine, Property, Liability, Energy, Professional Indemnity, Directors & Officers, Financial Lines, Utilities, as well as Accident & Health insurance, to a broad client base. Chubb is a major insurer of many of the country's largest companies. With five branches and over 500 staff in Australia, it has a wealth of local expertise backed by its global reach and breadth of resources.

More information can be found at www.chubb.com/au

Contact Us

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