

## Chubb Insurance Company of Australia Limited

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### **PERSONAL ACCIDENT INSURANCE COVER**

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#### **Claim Form and Procedures.**

Scouts NSW maintains a Group Personal Accident policy which covers members and volunteers whilst they are engaged in Scout Approved Activities. The insurer of the policy is Chubb Insurance Company of Australia.

This policy aims to assist Scout members who suffer an injury whilst participating in Authorised Scouting Activities including travelling to and from such activities. The cover applies to members up to the age of 89 years.

A range of benefits covering Death, Permanent Injuries, Loss of Income, and Non Medicare Medical Expenses are provided, subject to the policy terms and conditions. Note that the Personal Accident Insurance policy is not a substitute for private health insurance and may not address all expenses incurred in connection with an injury.

***Please Note: Medicare Medical Expenses including any gap payment are not claimable under this policy due to Government Health Insurance Legislation. In addition, it is a condition of this policy that if a covered person holds private health insurance they must claim under their private health insurance policy before submitting a claim under the Scouts Personal Accident policy.***

In order for a claim to be dealt with as quickly as possible, please ensure that all items as below have been addressed.

If further information is required the insurer, Chubb will contact the claimant directly. If there is any concern regarding the claims process, or any dissatisfaction with the service or outcome provided by Chubb Scouts NSW or their broker, Aon will be pleased to provide assistance.

#### **COMPLETING THE CLAIM FORM.**

- If there is insufficient space to complete any of the answers please attach a separate signed and dated sheet and identify the question number concerned.
- Notice in writing must be sent to Chubb within 30 days of the injury, or the claim may not be recognised.
- The section headed - Medical Certificate/Certificate of Attending Physician – is required to be completed by the attending Physician at the claimant's expense.
- Once completed the form should be returned to

Chubb Insurance Company of Australia Limited  
Email: [aus.ahclaims@chubb.com](mailto:aus.ahclaims@chubb.com)  
Post: PO Box 20336, World Square Post Office, NSW 2002  
Fax: 1300 795 879  
Phone: 1300 795 779

- When emailing claims to Chubb a copy may be sent to AON at [au.scoutsnsw@aon.com](mailto:au.scoutsnsw@aon.com)

When completing the claim form please:

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1. Ensure pages 1, 2, 3 and 4 are fully completed.
2. Ensure the **Authority to Give Information in General Particulars** on Page 3 is signed.
3. Ensure the **Declaration** on Page 4 is signed.
4. Ensure a copy of the **Scout Incident Report** is provided.
5. Have the Doctor or treating Physician complete and sign Page 5.
6. Ensure bank account details on Page 4 are provided for settlement by EFT
7. Ensure the claimant email address is provided for communication purposes.

To obtain a Personal Accident Claim Form please go to Scouts NSW website:

[www.nsw.scouts.com.au/leaders/insurance-information](http://www.nsw.scouts.com.au/leaders/insurance-information)

**8 August 2016**