

## CLAIMS HANDLING INFORMATION

### Key points you should know about our process for handling Property claims:

#### Loss Adjusters – What is the role of a loss adjuster in my property claim?

We know it can be unsettling when your property is unexpectedly damaged. We may allocate a loss adjuster to your claim to help you through the claims process. Loss adjusters are impartial professionals who are responsible for managing the outcome of your claim by inspecting and assessing the damage and loss to the Insured property.

Specifically, the loss adjustor will:

- be the link between you (your Broker) and Axis;
- assess the cause and the value of the loss;
- manage the claims process in an empathetic and understanding way;
- make a recommendation to us about whether or not to accept your claim (based on their assessment of policy cover); and if accepted, the best way to resolve your claim; and
- make recommendations to us regarding recovery from a third party where the opportunity presents.

#### Cash settlement of a Property insurance claim

If we offer you cash to settle your property insurance claim, as an alternative to repairing or rebuilding your property, we will provide you with a Cash Settlement Fact Sheet. The Cash Settlement Fact Sheet will provide you with information to understand how the cash settlement has been calculated.

#### Scope of works for a Property insurance claim

A scope of works outlines what repair or rebuilding work is necessary to resolve your property claim. It contains an itemised list of the building repair works required to repair your property, generally prepared by our appointed builder. Accompanying this breakdown of repair works, is an itemised list of the materials needed for each of the repairs listed, and the associated cost of the labour and materials.