



# DAWES MOTOR INSURANCE

## MOTOR VEHICLE WINDSCREEN/ WINDOW CLAIM FORM

Phone: 1300 188 299  
Online Claim Form: [Click Here](#)  
Email: [claims@dawes.com.au](mailto:claims@dawes.com.au)  
[www.dawes.com.au](http://www.dawes.com.au)

To ensure prompt attention to your claim, please complete this form in full and forward it to us along with your windscreen/window repair quote or invoice.

### NOTE:

- Ensure the accident description is accurate and all questions on the claim form have been answered in full.
- This claim form is to be used for windscreens/windows only. If any other damage exists please use our motor vehicle claim form.
- Repairs should not be commenced without approval from Dawes Motor Insurance other than emergency repairs up to the value of \$1,000 (including any GST) as described in the PDS.

## IMPORTANT NOTICES

### Your PDS

This contract of insurance is arranged by Dawes Underwriting Australia Pty Ltd trading as Dawes Motor Insurance (ABN 18 050 289 506, AR No. 342982) ('Dawes'), an Authorised Representative of SGUAS Pty Ltd (ABN 15 096 726 895, AFSL 234437) ('SGUAS') who in turn acts under binding authority as agent for the insurer of the product, Allianz Australia Insurance Limited (ABN 15 000 122 850, AFSL 234708) ('Allianz').

### General Insurance Code of Practice

The General Insurance Code of Practice was developed by the Insurance Council of Australia to further raise standards of practice and service across the insurance industry.

The Code Governance Committee ('CGC') is an independent body that monitors and enforces insurers' compliance with the Code.

You can obtain more information on the Code of Practice and how it assists you by contacting us. Contact details are provided at the top of this form.

For more information on the CGC go to <https://insurancecode.org.au/>.

### Your Duty to take reasonable care not to make a misrepresentation

You must take reasonable care not to make a misrepresentation to us. This responsibility applies until we issue you with a policy for the first time or agree to renew, extend, vary/change, or reinstate your policy.

You must answer our questions honestly, accurately and to the best of your knowledge. A misrepresentation includes a statement that is false, partially false, or which does not fairly reflect the truth. It is not misrepresentation if you do not answer a question or if your answer is obviously incomplete or irrelevant to the question asked.

The responsibility to take reasonable care not to make a misrepresentation applies to everyone who will be insured under the policy. If you are answering questions on behalf of anyone, we will treat your answers or representations as theirs.

Whether or not you have taken reasonable care not to make a misrepresentation is to be determined having regard to all relevant circumstances, including the type of insurance, who it is intended to be sold to, whether you are represented by a broker, your particular characteristics and circumstances we are aware of.

**If you do not meet the above duty**, we may reject or not fully pay your claim and/or cancel your policy. If the misrepresentation was deliberate or reckless, this is an act of fraud, and we may treat your policy as if it never existed.

If our information or questions are unclear, please contact Dawes.

### Privacy Notice

In this Privacy section 'we', 'us' or 'our' means Allianz Australia Insurance Limited, SGUAS and Dawes unless specified otherwise.

We give priority to protecting the privacy of your personal information. We do this by handling personal information in a responsible manner and in accordance with the *Privacy Act 1988* (Cth).

#### How we collect your personal information

We usually collect your personal information from you or your agents. We may also collect it from our agents and service providers; other insurers and insurance reference bureaus; people who are involved in a claim or assist us in investigating or processing claims, including third parties claiming under your policy, witnesses and medical practitioners; third parties who may be arranging insurance cover for a group that you are a part of; law enforcement, dispute resolution, statutory and regulatory bodies; marketing lists and industry databases; and publicly available sources.

#### Why we collect your personal information

We collect your personal information to enable us to provide our products and services, including to process and settle claims; make offers of products and services provided by us, our related companies, brokers, intermediaries, business partners and others that we have an association with that may interest you; and conduct market or customer research to determine those products or services that may suit you. You can choose not to receive product or service offerings from us (including product or service offerings from us on behalf of our brokers, intermediaries and/or our business partners) or our related companies by calling the Allianz Direct Marketing Privacy Service Line on 1300 360 529, EST 8am to 6pm Monday to Friday, or going to Allianz website's Privacy section at [www.allianz.com.au](http://www.allianz.com.au), SGUAS on +61 2 9307 6656 or going to the SGUAS website's Privacy section at [www.steadfastagencies.com.au](http://www.steadfastagencies.com.au), or Dawes on 1300 188 299 or going to the Dawes website's Privacy section at [www.dawes.com.au](http://www.dawes.com.au).

If you do not provide your personal information we require, we may not be able to provide you with our services, including settlement of claims.

#### Who we disclose your personal information to

We may disclose your personal information to others with whom we have business arrangements for the purposes listed in the paragraph above or to enable them to offer their products and services to you. These parties may include insurers, intermediaries, reinsurers, insurance reference bureaus, related companies, our advisers, persons involved in claims, external claims data

collectors and verifiers, parties that we have an insurance scheme in place with under which you purchased your policy (such as a financier or motor vehicle manufacturer or dealer). Disclosure may also be made to government, law enforcement, dispute resolution, statutory or regulatory bodies, or as required by law.

#### **Disclosure overseas**

Your personal information may be disclosed to other companies in the Allianz Group, business partners, reinsurers and service providers that may be located in Australia or overseas. The countries this information may be disclosed to will vary from time to time, but may include Canada, Germany, New Zealand, United Kingdom, United States of America and other countries where the Allianz Group has a presence or engages subcontractors. We regularly review the security of our systems used for sending personal information overseas. Any information disclosed may only be used for the purposes of collection detailed above and system administration.

#### **Access to your personal information and complaints**

You may ask for access to the personal information we hold about you and seek correction by calling Allianz on 1300 360 529, SGUAS on +61 2 9307 6656 or Dawes on 1300 188 299 8am–6pm, Monday to Friday. Our Privacy Policies contain details about how you may make a complaint about a breach of the privacy principles contained in the *Privacy Act 1988* (Cth) and how we deal with complaints. Privacy Policy for Allianz is available at [www.allianz.com.au](http://www.allianz.com.au). Privacy Policy for SGUAS is available at [www.steadfastagencies.com.au](http://www.steadfastagencies.com.au). Privacy Policy for Dawes is available at [www.dawes.com.au](http://www.dawes.com.au)

#### **Telephone call recording**

We may record incoming and/or outgoing telephone calls for training or verification purposes. Where we have recorded a telephone call, we can provide you with a copy at your request, where it is reasonable to do so.

#### **Your Consent**

By providing us with personal information you and any other person you provide personal information for, consent to these uses and disclosures until you tell us otherwise. If you wish to withdraw your consent, including for things such as receiving information on products and offers by us or persons we have an association with, please contact us.

#### **GST**

If you are not registered for GST, in the event of a claim we will reimburse you the GST component in addition to the amount that we pay. The amount that we are liable to pay under this policy will be reduced by the amount of any input tax credit that you are or may be entitled to claim for the supply of goods or services covered by that payment.

Therefore the value and limits of liability noted in your policy schedule are exclusive of any input tax credit which you are or would be entitled to claim.

If you are entitled to an input tax credit for the premium you have paid, you must inform us of the extent of that entitlement at or before the time you make a claim under this policy. We will not indemnify you for any GST liability, fines or penalties that arise from or are attributable to your failure to notify us of your entitlement (or correct entitlement) to an input tax credit on the premium. If you are liable to pay an excess under this policy, the amount payable will be calculated after deduction of any input tax credit that you are or may be entitled to claim on payment of the excess.

If you are unsure about the taxation implications of this policy, you should seek advice from your accountant or tax professional.

**INSURED'S DETAILS**

Name: \_\_\_\_\_

Residential address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Email address: \_\_\_\_\_

Phone number (H): \_\_\_\_\_ (M): \_\_\_\_\_

Policy number: \_\_\_\_\_ Policy expiry date: \_\_\_\_\_

**INSURED MOTOR VEHICLE DETAILS**

Make: \_\_\_\_\_ Chassis number: \_\_\_\_\_

Model: \_\_\_\_\_ Registration: \_\_\_\_\_ Year: \_\_\_\_\_

Private Use  Business Use

Are you entitled to claim an Input Tax Credit on the GST portion of the premium applicable to the policy? Yes  No

If yes, please supply your ABN \_\_\_\_\_ and specify the ITC% \_\_\_\_\_

**DETAILS OF BREAKAGE**

Please indicate the type of damage to the windscreen/window: Crack  Shatter  Chip

Location of damage:

Windscreen  Drivers window  Passenger window  Rear window  Rear window RH side

Rear window LH side  Sunroof  Panoramic glass roof

What was the date of the breakage?      /      /

How did the breakage occur?

\_\_\_\_\_

Location where breakage occurred:

\_\_\_\_\_

Has the windscreen/window been fixed? Yes  No

If 'yes', who did the repairs/replacement?

\_\_\_\_\_

What was the cost of repairing the windscreen/window: \$ \_\_\_\_\_

Have you paid for the repair/replacement? Yes  Attach tax invoice No  Attach quote

Have you made a previous windscreen/window claim during the current period of insurance? Yes  No

If 'yes' please provide details:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**DECLARATION**

I declare that, to the best of my knowledge and belief, the information in this form is true, complete and correct and I understand the claim may be refused or reduced to the extent Allianz's interests are prejudiced if information is false or withheld.

I understand that I may have to provide relevant documentation to enable complete consideration of my claim.

I consent to Dawes, SGUAS and Allianz using the personal information (including sensitive information) I have provided on this form for the purposes of processing my claim. I consent to the disclosure of personal information (including sensitive information) to third parties in order to process my claim. I consent to the disclosure of any personal information (including sensitive information) overseas where it is reasonably necessary for the processing of my claim. I understand that if this consent is not given Dawes, SGUAS and Allianz will not be able to process my claim.

Signature of owner \_\_\_\_\_ Date \_\_\_\_\_

Signature of owner \_\_\_\_\_ Date \_\_\_\_\_