

## What to do in the event of a property loss.

The information provided below is a general guide for preparing your loss documentation for common types of minor property losses. Larger or less common losses may require a different or more specific process and you should **contact RMS immediately for instructions.**



### Don't miss out!

If your loss is expected to exceed \$5,000, you must **contact RMS immediately** so that we can determine whether to appoint a loss adjuster. Please do not dispose of any damaged items until we advise that they are no longer required or the assessment of the loss is complete.

A delay in reporting may result in your claim being declined; so don't miss out!



### Damaged Items

The amount payable for damaged items is the lower of the cost to repair the items, the cost to replace the items, or the amount of cover in place. For higher value items (those costing more than \$250) you will need to obtain quotes for both the repair and replacement of damaged items to determine which is lower.

Where replacement is necessary (or is the lower cost option), and subject to the amount of cover in place, the amount payable will be based on the cost to replace the items with the same make and model that was damaged or lost. If the same make and model is no longer available, the amount payable will be based on the nearest equivalent available in terms of functions and quality. You may choose to replace the item with a better, different or more comprehensive model but any additional cost is your responsibility.



### Invoices, quotes & photos

RMS may request copies of photos, invoices and quotes to substantiate the amount of reimbursement being requested - prevent unnecessary delays in processing the payment by providing these documents quickly. Generally, payments will not be made unless quotes or invoices are provided. If you anticipate any difficulty in meeting this requirement, please contact us to ask for assistance. In some circumstances it may be necessary to pay the reasonable cost of a supplier providing a quote and if you are asked to do so, please check with us first.



### Date of Loss

Please ensure you provide accurate date/s of when the loss or damage occurred.



### Completed Forms

If you are asked to complete any forms please ensure they are authorised (and where necessary countersigned) by a responsible officer before sending to RMS.



### Criminal Activity

If the loss is the subject of criminal activity (vandalism, theft, burglary etc.) you must report it to the police and provide RMS with the police report number. The loss will not be paid until this is done.

## Payment.

If a payment is approved it will normally be for the GST exclusive cost of reinstating the loss less any applicable excess.

## Important!

Contact us immediately and tell us:

- ✓ The date of loss.
- ✓ What happened.
- ✓ Estimate of damage costs.

