Accident/illness claim

QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239 545

Return the completed form to your Financial Services Provider or mail to QBE Insurance, GPO Box 4108, Sydney NSW 2001 or accidentandhealth@QBE.com

Policy No.		Claim No.	

Insured Details

Insured's name						
Claimant's name						
Are you registered for GST?	No ☐ Yes ☐	What is your ABN?				
Are you entitled to claim an input tax credit on the GST component of the premium applicable to this Policy?	No ☐ Yes ☐ – Are you entitled to claim an amount less than 100%?					
	No ☐ Yes ☐ – Specify amount claimed	%				
Are you entitled to claim an input tax credit for repairs or replacement of the item that has been lost or damaged?	No ☐ Yes ☐ – Are you entitled to claim an amount less than 100%?					
	No ☐ Yes ☐ – Specify amount claimed	%				
Address						
		State		Postcode		
Contact Numbers	Home		Work			
	Mobile		Email			
Date of Birth *(dd/mm/yyyy)*		Height	cm	Weight	kg	Sex Male ☐ Female ☐
Occupation		Describe your usual duties				

Injury/Illness Details

1. Give a full description below of injury or illness for which you are claiming.

Illness	Condition					
	When did it commence?					
Injury	How were you injured?					
	What injuries did you receive?					
	What were you doing when you were injured?					
	Where did the accident occur?					
	Name of person who witnessed the accident.					
	Address					
		State		Postcode		
	Telephone number					
	Did the injury occur during the course of your usual occupation?	No ☐ Yes ☐				
	If the injury resulted from a motor vehicle accident were you required to undergo a breath analysis or blood test? If Yes, attach a copy of analysis result.	No ☐ Yes ☐				

Injury/Illness Details (continued)

2. Have you ever had this, or similar condition, in the past? No ☐ Yes ☐
If Yes, give details.

Condition	
Treated by?	Date

3. Give the exact date when illness began, or injury occurred.	Date		Time	am/pm
4. When did you first consult a doctor for this condition?	Date		Time	am/pm
5. When did you become totally disabled (unable to work)?	Date		Time	am/pm
6. If still disabled, when do you expect to return to work?	Date		Time	am/pm

7. If you have returned to work, when were you able to again perform:

• one or more of the material tasks of your occupation?	Date
• all the tasks of your occupation?	Date

8. If you were admitted to a hospital, or treated as an outpatient, please give details below.

Name of hospital	Address	From	To	In/Out patient

9. Details of all attending physicians.

Doctor's name	Address	Telephone number

10. Who is your usual family doctor?

Doctor's name	Address	Telephone number

How long have you been receiving treatment or advice from this doctor? years months

11. What other medical or surgical treatment has been received during the past 5 years?

Date	Nature of treatment	Doctor's name	Address

12. Are you now, or have you ever been, subject to or affected by any other injury, disease, deformity, defect of senses, infirmity or weakness? If Yes, give details. No ☐ Yes ☐

Injury/Illness Details (continued)

13. Have you ever lodged a personal accident or illness claim before? No ☐ Yes ☐
If Yes, give details.

14. Are you making or entitled to make any other insurance or compensation claim in respect of this disability?

Sick leave	No ☐	Yes ☐	Motor compensation	No ☐	Yes ☐	Other government benefits	No ☐	Yes ☐
Workers' compensation	No ☐	Yes ☐	Private health fund	No ☐	Yes ☐	Superannuation life insurance	No ☐	Yes ☐

Name of fund(s)/insurance company	

15. Name of previous employers over last 5 years

Name of employers	Period *(dd/mm/yyyy)*	
	From	To

IMPORTANT: Attached is an attending physician's statement for your doctor to complete. Your claim cannot be processed until we receive your completed claim together with the attending physicians statement. We will also require medical certificates each month from the date of disablement and a final certificate showing the actual date you resumed work.

Declaration of Earnings

IMPORTANT INFORMATION

1. If you are self-employed, Weekly Earnings means your weekly earnings derived from personal exertion after allowing for the cost and expenses in incurring that income. Please complete Section 1.
2. If you are not self-employed, Weekly Earnings means your weekly remuneration earned from personal exertion by way of salary, fees, wages, commissions and any other items already agreed by us. Please complete Section 2.
3. You may be required to supply proof of your income by submitting copies of your personal and/or business income tax returns for the full financial year immediately preceding the injury or illness for which you are now claiming.

SECTION 1 – SELF EMPLOYED PERSONS (To be completed by your accountant.)

Business/Trading name				
Address				
		State	Postcode	

Was the business fully operational and was the Insured fully employed at the time of suffering the accident or contracting the illness? No ☐ Yes ☐ – give details

Does the business have Workers' Compensation Insurance? No ☐ Yes ☐

Please state the current weekly earnings (see Important Information 1 above).			$
Accountant's name		Signature	

SECTION 2 – EMPLOYED PERSONS (To be completed by employer.)					
Business /Trading Name					
Address					
		State		Postcode	
Please state the current weekly earnings (see Important Information 2 above).					$
Is the insured person entitled to Workers' Compensation benefits? No ☐ Yes ☐ – give details of payments					
				a) Weekly rate	$
				b) Monies paid to date	$

Declaration of Earnings (continued)

Was the insured person in your employ at the time of suffering the injury or illness? No ☐ Yes ☐					
Is the insured person entitled to receive sick leave? No ☐ Yes ☐				number of days entitled	days
Has the insured person received any sick leave payments in respect of the injury or illness for which he/she is claiming? No ☐ Yes ☐				number of days	days
Please advise the insured person's gross salary at the date of injury or illness.					$
Officer's name		Position			
Telephone number		Signature		Date	

Payment Methods (Please note we are not liable for any bank processing fees on the receiver side)

1.	**Australian bank account** Provide details below ☐ Deposit slip provided ☐			
	Bank name		Account name	
	BSB		Account number	
2.	**Australian dollar cheque** mailed to address above (please provide alternate address on separate sheet if required) ☐			
3.	**Payment to Australian credit card** Mastercard ☐ Visa ☐ Amex ☐			
	Issuing bank		Cardholder's name	
	Card number		Expiry date *(dd/mm/yyyy)*	
4.	**Foreign currency draft** to address above ☐ (please advise if other address is required)		**Currency** ☐ (note: certain currencies are not available)	
5.	**Foreign currency telegraphic transfer** (all bank details must be completed below - attach separate sheets if necessary) ☐			
	Bank name		Currency required	
	Bank address			
	Account holder's full name			
	Account number		Swift code/Sorting code/Routing Number/BAN/BA	

Privacy

Our Privacy Policy describes how we collect, disclose, store and use personal information as well as how to access it, correct it or make a complaint. When we say personal information we may also mean sensitive information such as health information, criminal history or professional memberships that's relevant to us issuing, administering or managing products or providing services and the terms on which we will do these things. We use personal information to issue, administer and manage products and provide services. You can view our **Privacy Policy** at **www.qbe.com.au/privacy**, or to obtain a copy by phoning us on **133 723** or requesting it from our authorised representatives or service providers.

We may share your information with other QBE Group companies, our authorised representatives and service providers, each of which may be based outside of Australia.

By giving us personal information you consent to us collecting, disclosing, storing and using it in accordance with our Privacy Policy. If you give us someone else's personal information you confirm you've obtained their consent to do so.

If you don't provide all of the personal information we've requested we may be unable to issue, administer or manage products or provide services.

Declaration and Authorisation

The information and answers given above are true, correct and complete in every detail.

1. I/we understand the claim may be refused if information is not true or is withheld.
2. I/we authorise QBE to give to and obtain from other insurers, insurance reference bureaus and credit reporting agencies any information relating to the Insured's credit or insurance history as well as insurance claims information obtained during the course of this contract.

Medical Authority: I authorise any hospital, physician or other person who attended me, to give QBE or its representative any or all information with respect to any illness or injury, medical history, consultation, prescription, or treatment, and copies of all hospital or medical records. I also agree that copies of all employer records including verification of earnings can be provided.

A photocopy of this authorisation will be considered as effective and valid as the original.

Signature of Insured 1. Date *(dd/mm/yyyy)*

Signature of Insured 2. Date *(dd/mm/yyyy)*

Attending physician's statement

QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239 545

Policy Number		Claim Number	

Important – your doctor must complete the attending physician's statement. Your claim cannot be processed until we receive your completed claim together with the attending physician's statement.

Any charge for this statement must be borne by the patient.
Please complete all sections.

Patient's Details

Patient's name (block letters)							
Address							
		State		Postcode			
Date of Birth		Height	cm	Weight	kgs	Sex	Male ☐ Female ☐
Occupation							

History

When did the patient first receive medical treatment?	Date	
Was there a previous history of this or a similar condition?	No ☐ Yes ☐ – Advise when treatment was given	

Condition

Please give a complete diagnosis of this condition.

If Injury

When did the patient suffer the injury?	Date		Time	am/pm
What did the patient tell you were the circumstances surrounding the injury?				

If Illness

When was the illness first contracted?	Date		Time	am/pm
When did the symptoms become evident?	Date		Time	am/pm

Degree of Disability

When was the patient obliged to cease work?	Date	Time	am/pm
If the patient is still disabled, when will the patient be able to resume:			
• one or more of the material tasks of his/her occupation?	Date		
• all of the tasks of his/her occupation?	Date		
If the patient has recovered, when was the patient able to resume:			
• one or more of the material tasks of his/her occupation?	Date		
• all of the tasks of his/her occupation?	Date		

A FINAL MEDICAL CERTIFICATE IS REQUIRED SHOWING THE ACTUAL DATE THE PATIENT HAS RESUMED WORK.

Treatment of Present Condition

When were you first consulted?	Date	
When were you last consulted?	Date	
How often has the patient consulted you?		times

Was the patient confined to hospital? No ☐ Yes ☐ – Give details

Name of hospital	Address	Period of confinement	
		From	To

What are the current subjective symptoms?

Please give results of any objective findings

X-rays	
Other tests	

What surgical procedures have been performed or are being contemplated?

Is there any underlying condition affecting recovery from the current condition? No ☐ Yes ☐
– If Yes, advise nature of underlying condition and how it affects disability and recovery.

Please advise names and addresses of other treating physicians.

Do you believe rehabilitation would benefit this patient? No ☐ Yes ☐

Have you terminated treatment? No ☐ Yes ☐ – Advise date

What is the current prognosis?

Treatment of Present Condition

Are there any further remarks which may assist in assessing this condition?

Doctor's name		Qualifications			
Address					
		State		Postcode	
Telephone no.					
Signature		Date			