Momentum Insurance Brokers
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ABN: 49 166 196 676
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PUBLIC AND PRODUCTS LIABILITY CLAIMS PROCEDURE

UNDER NO CIRCUMSTANCES MUST LIABILITY BE ADMITTED EITHER VERBALLY OR IN WRITING

Upon the happening of any incident likely to give rise to a claim, the following procedure should be implemented:

1. All reasonable steps should be taken following an occurrence to protect the person or property from any further injury.

2. Obtain all details you can –

- Of the incident;
- Of the Third Party;
- Of the witnesses.

3. In all cases, contact Central Insurance Brokers immediately for advice on how to handle the matter.

4. Do not give any interview or make any statement to a loss adjuster or other person investigating any accident of damage **UNLESS** such person is acting on behalf of your Insurer or your own organisation.

5. No correspondence should be entered into with a third party except acknowledgment of receipt of the claim. The acknowledgment letter should read as follows:

"Without Prejudice"

We acknowledge receipt of your correspondence concerning the incident at

……

……

This is receiving our attention.

6. Forward all letters of demand, writs / summonses to Central Insurance Brokers or as soon as you receive them..

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