

RAWCS CLAIMS INSTRUCTIONS

1. For Emergencies

In the event of an emergency requiring immediate attention – contact ACE Assistance on the telephone number provided below and supply the following information:

1. YOUR NAME
2. YOUR POLICY NUMBER – 04PO003900
3. YOUR CONTACT NUMBER
4. NATURE OF ASSISTANCE REQUIRED

ACE EMERGENCY ASSISTANCE

When dialling Emergency Number insert appropriate Country Code if dialling outside country of assistance.

Australia: **Telephone 61 2 8907 5995**

2. For all Claims

CLAIMS REPORTING

Including claims that have been reported to ACE Emergency Assistance

All claims should be forwarded to *Aon Risk Services GPO Box 65 BRISBANE QLD 4001:*

1800 786 682

The following documents are required:

1. Claim form that is completed in full including a detailed description of the accident/condition.
2. Copies of all invoices, doctor's notes and medical advice received.
3. Any other relevant documents relating to the claim

Please note - all theft/lost baggage claims must be accompanied by either a Police/local authority report or **notification from the transport carrier.**

****IMPORTANT****

On no account must liability be admitted to any third parties and in the event of any summons, demand for payment, or communication from a third party, these must be forwarded immediately to the District Insurance Officer for immediate onward transmission to Aon Risk Services. Claims can also be directed via your parents.

EMERGENCY PROCEDURE

Note: If you believe you will need assistance, inform ACE Assistance PROMPTLY. Do not try to solve the problem without involving ACE Assistance as this may prejudice your right to claim assistance or reimbursement.