

## The IUA Claim Process

What	How	When
Claim reported to IUA	Telephone: 1800 223 623 Facsimile: 1800 223 621 Email: claims@IUA.com.au	ASAP after the event
Loss Adjustor appointed by IUA	From the current approved panel based on the location of the claim	Same Day as reported
Loss Adjustor contacts Insured	Uses supplied details	Within 24 hours
Loss Adjustor meets Insured		Within 48 hours
Loss Adjustor reports to IUA	Adjuster report includes payment recommendation (subject to timely adequate financial information provided by insured)	Within 4 days
Release issued, returned and payment made	Relies upon prompt return of release from Insured	Payment within 48 hours
Ongoing	Weekly reports recommending claim payments where appropriate	Every 7 days
Business returns to normal trading	No more loss in turnover as a result of the Interruption	As soon as possible

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