

claim report

what to know and do when making a claim

We are sorry to hear that your vehicle is a Total Loss, and understand that you want your claim settled as quickly as possible.

When completing this form it is important that all questions are correctly and fully answered as this will enable us to promptly process and settle your claim.

Please arrange for your financier to complete section 3 and your comprehensive motor vehicle insurer to complete section 4 of the claim form where possible.

Should you encounter any problems with the financier and/or motor vehicle insurer completing the claim form we will still process your claim provided the following is forwarded to us.

1. A copy of the settlement statement from the financier.
2. A copy of the Total Loss release or settlement letter from your comprehensive motor vehicle insurers.

Swann Insurance is a member of the Insurance and Savings Ombudsman Scheme (Insurance and Savings Ombudsman, PO Box 10-845 Wellington. Ph 0800 882-202). This independent service is provided to the insuring public at no cost and aims to resolve claims complaints quickly and informally.

You should first take your complaint up with our local office. In most cases the problem will be resolved easily. Our Dispute Resolution procedures are readily available to you. For a copy of these procedures please contact us.

National telephone is 0800 807 926.

Mailing address is PO Box 68-200 Newton, Auckland.

