

EMERGENCY REPAIR SERVICE REFERENCE SHEET

Hollard.
commercial insurance

We have teamed with Ambrose Construct Group for our Business Insurance claims as a provider of emergency repairs.

Our Emergency Repair Service means that you are able to appoint our approved service provider directly when emergency repairs are required before the claim is registered.

It is accessible 24/7.



P: 1300 262 767

WHAT YOU NEED TO DO

IN THE EVENT OF AN EMERGENCY CLAIM:

1. Call Ambrose Construct Group on **1300 262 767**.
2. Mention that you have a policy with Hollard Commercial Insurance and provide:
 - a. the policy number
 - b. loss address
 - c. details of the incident.
3. Report the claim to Hollard Commercial Insurance via our [online claims notification form](#). Please note that you have appointed Ambrose Construct Group directly.

The Hollard Commercial Insurance Claims team will then work with Ambrose Construct Group and undertake any further action as required.

MORE INFORMATION

Visit the Ambrose Construct Group website to find out more about the services provided: www.ambroseconstruct.com.au. Please contact us with any questions or feedback.

E brokerclaims@hollard.com.au

P 1300 306 226

PLEASE NOTE THE FOLLOWING:

- You can directly appoint Ambrose Construct Group to undertake emergency repairs to prevent further damage and mitigate the loss
- Ambrose Construct Group will contact the insured within 30 minutes of receiving your call*
- Ambrose Construct Group will appoint a contractor within 30 minutes of the contact with the insured*
- A repairer will attend the insured location within 2 hours of being appointed unless otherwise agreed with the insured*
- This service is available 24 hours a day, 365 days a year and nationwide.

Note: this service is intended for emergency repairs only at the time of a claim.

**Timeframes may vary during significant weather and catastrophic events*

The insurer for General Insurance products is The Hollard Insurance Company Pty Ltd (ABN 78 090 584 473, AFSL 241436) (Hollard). Hollard's Business Insurance products and services are provided by its agent Hollard Commercial Insurance Pty Ltd (ABN 86 603 039 023, AFSL 474540) (Hollard Commercial) acting under a binder of the insurer Hollard.