

# Hollard Commercial on ExpressCover Claims Guarantee



## Hollard Commercial Business Insurance on ExpressCover

Hollard Commercial intermediaries are supported and serviced by our Australian based teams.

### Your Claims Guarantee

- If we haven't responded to your client's claims lodgement with a phone call, e-mail or fax within **48 hours (2 business days)** of Hollard Commercial receiving notification of the claim, **we'll waive any excess that's due.**
- If we don't update you every **fifteen days** on the progress of your client's claim, until the claim is finalised, **we'll waive any excess that's due.**
- If your client's claim is ≤ \$1,500, we will settle the claim by close of business (5pm) the day after your client's claim is lodged (subject to all reasonably required documentation being provided). If we don't **we'll waive any excess that's due.**
- You or your client can directly appoint **O'Brien Glass (1800 633 721)** to undertake repairs to damaged glass. If O'Brien Glass fail to meet any of the below service levels, **we will waive any excess that's due:**
  - Respond to enquiry (phone, web and e-mail) within 3 hours
  - Attendance for make safe within metro areas within 24 hours (or as arranged with the customer)
  - Reply to quote/report request within 3 days (or as arranged with the customer)
- You or your client can directly appoint **Emergency Trade Services (ETS) (1300 755 455)** to undertake emergency repairs to prevent further damage and mitigate the loss. If ETS fail to meet any of the below service levels, **we will waive any excess that's due:**
  - ETS will contact the insured within 30 minutes of receiving your call\*
  - ETS will appoint a contractor within 30 minutes of the contact with the insured\*
- **We will pay the insured \$100** if your client does not receive payment within 10 business days of us agreeing to pay the claim.

**Contact Claims:** 1300 306 226  
[brokerclaims@hollard.com.au](mailto:brokerclaims@hollard.com.au)

Please note:

The above claims guarantee does not apply to liability or third party claims, or if timeframes increase during significant weather or catastrophic events. If a situation arises where we don't meet our Claims Service Guarantee, please contact your Account Manager with detailed information to substantiate your claim.

\*This service is intended for emergency repairs only at the time of the claim

**[www.hollardcommercial.com.au](http://www.hollardcommercial.com.au)**

Please see full policy terms, conditions, limits and exclusions. Policies are issued by Hollard Commercial Insurance Pty Ltd (ABN 86 603 039 023, AFSL 474540) ('Hollard Commercial'). Hollard Commercial acts under a binding authority as agent for The Hollard Insurance Company Pty Ltd (ABN 78 090 584 473, AFSL 241436) ('Hollard').

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