

## Claims – Fast Track

**We know that when you have a claim you want it paid fast. In 2016 Liberty Specialty Markets (Liberty) pioneered a Fast Track claims service, allowing us to quickly settle small claims without any fuss. Hundreds of claims are successfully fast tracked by Liberty each year, many paid within 48 hours.**

### Which claims can be fast tracked?

Any Australian first party Commercial Property claims that are estimated to be less than or equal to AUD\$25,000 are eligible.

### How fast is Fast Track?

We aim to assess Fast Track claims within 24 hours and settle the claim within a week. Many claims can be settled in 24 to 48 hours, however others can take a little longer if further information or discussion is required.

### How to Fast Track a claim

Having the correct documentation is a critical part of the success of Fast Track. For the fastest possible result we recommend including all of this information in the initial claim notification email:

- ▶ A completed [Liberty Commercial Property claim form](#)
- ▶ copy of original purchase invoice for damaged/lost item
- ▶ photos/proof of damage
- ▶ repair/replacement quote or invoices (a second quote may be requested in certain cases)
- ▶ bank details

Settlement may be delayed if the above documents are not supplied at the time of the initial claim notification, or if we need more information to assess the claim.

We also recommend you don't make or accept any settlement offers without first contacting Liberty.

**Please submit these documents to [ClaimsAsiaPacific@libertyglobalgroup.com](mailto:ClaimsAsiaPacific@libertyglobalgroup.com) or call Jimmy Sibanda on +61 2 8047 3381 during business hours.**

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