

Fast track claims

Which claims can be fast tracked?

Any Marine Cargo claims that are estimated to be less than or equal to AUD\$25,000 are eligible.

How fast is fast track?

We aim to settle a claim in less than a week. Some claims can be settled in 24 to 48 hours, however, others may take longer depending on the information we need.

How to fast track a claim

To make a Fast Track claim, ALL of the following are required:

- ▶ Liberty claim form, completed
- ▶ copy of original purchase invoice for damaged/lost item
- ▶ bill of lading/air waybill/consignment note
- ▶ photos/proof of damage
- ▶ repair/replacement quote for items valued at >A\$500, and a second quote may be requested in certain cases
- ▶ bank details

Please submit these documents to:

Lana Gray

Senior Claims Specialist, Marine

Level 17, AMP Gold Tower

10 Eagle Street

Brisbane QLD 4000

T +61 7 3235 8840

E lane.gray@libertyglobalgroup.com

Anything else?

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.

Do not make or accept any settlement offers without first contacting Liberty.

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