

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 estimated to be less than or equal to AUD\$100,000 are eligible.

How fast is Fast Track?

We aim to Fast Track Commercial Property claims for losses less than AUD\$100,000 where we are the lead or sole insurer. Upon receipt of all necessary information to substantiate a claim, we strive to complete any required adjustment and propose settlement within 24 – 72 hours (depending on complexity). In certain circumstances, we can even Fast Track claims with a limited business interruption component, meaning our service is unique in the Australian market.

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.

Global reach. Financial strength. Local authority.

Distinct, complex and constantly evolving – every business is as unique as its insurance needs. To confidently progress in the face of risk and uncertainty requires a level of security you can only achieve through working with specialists.

Liberty Specialty Markets offers a breadth of world-class insurance and reinsurance services to brokers and insured clients. We bring value and solutions to more than 26,000 of Asia Pacific's most significant business and government organisations – helping protect what they earn, build and own.

We're part of the global Liberty Mutual Group, a Fortune 100 company that's been in business since 1912 with a Standard and Poor's 'A' rating.

Please submit these documents to ClaimsAsiaPacific@libertyglobalgroup.com or call Jimmy Sibanda on +61 2 8047 3381 during business hours.

 [View our office locations](#)

 [Meet our Property team members](#)



Connect and join the Liberty conversation

Liberty is not authorised to provide financial product advice. The information in this document does not take into account your objectives, financial situation or needs. Always consider the applicable policy wording and other relevant documents before deciding to acquire a financial product. This information is current as at June 2024. **Liberty** means Liberty Specialty Markets, a trading name of Liberty Mutual Insurance Company, Australia Branch (ABN 61 086 083 605; AFSL No. 530842 (for claims handling and settling services only)) incorporated in Massachusetts, USA (the liability of members is limited); Liberty Specialty Markets Hong Kong Limited (UBI 66395065); Liberty Specialty Markets Singapore Pte Limited (UEN 201538069C); and Liberty Specialty Markets Singapore Pte Limited, Labuan Branch (Company No. LF12903), a licensed insurer under the Labuan Financial Services and Securities Act 2010 (Licence No. IS2016162).