

# Aviation Insurance

## Claim Form

### Important Information

- Please ensure this Form is completed in all Parts applicable to your claim.
- Supporting documentation required is detailed on page 6 of this form.
- The issue and acceptance of this Form does not constitute an admission of liability by the Insurer or a waiver of its rights.

**Please complete this form and email it, along with all attachments, to [aus.aviationclaims@chubb.com](mailto:aus.aviationclaims@chubb.com)**

### Details of Insured

Name of Insured			
Contact Name		Telephone number	
Insured's Reference			
Postal Address		Postcode	
Email Address			

### Claim Payment Details

Please provide details for payment of your claim in the event that it is deemed covered by Chubb:

For Electronic Funds Transfer:

Account Name			
Name of financial institution			
BSB/Branch code number		Account number	

### Details of Broker

Name of Broker			
Contact Name		Telephone number	
Broker's Reference			
Postal Address		Postcode	
Email Address			

Details of Policy				
Policy Number				
Period of Cover	From		To	
Aircraft details				
Aircraft type				
Registration				
Is the aircraft financially encumbered?				Yes      No
If Yes, please specify the type of financing				
Please provide the name, address, contact telephone and e-mail of financier:				

Pilot details (append additional sheet for other pilots as required)				
Full name				
Address				
Email				
Business Telephone No.			Mobile Telephone No.	
After hours Telephone No.			Facsimile No.	
License number			License type	
Other qualifications and/or ratings				
Total time of the Pilot				
Total hours flown in the 90 days preceding the occurrence				
Hours flown on type in the 90 days preceding the occurrence				
Fixed-wing piston			Fixed-wing turbine	
Helicopter piston			Helicopter turbine	
Date of endorsement for this aircraft type			Time on type	
Last flight review date			By whom	
Last check & training date			By whom	
Date of last medical check			Valid until	
Additional ratings and/or endorsements (as applicable)				
Agricultural	Fixed wing			
	Helicopter			
	Chemical			
Mustering	Date		By whom	
	Hours			
Low-flying	Date		By whom	
External lift	Date		By whom	

Details of Accident	
Location	Highway 101, near San Francisco, California
Date	March 15, 2023
Time	10:30 AM
Weather	Clear, sunny, 75°F
Vehicle 1	2018 Ford Mustang, Silver
Vehicle 2	2020 Tesla Model S, Black
Driver 1	John Doe, 35 years old, 10 years experience
Driver 2	Jane Smith, 28 years old, 5 years experience
Witnesses	3 people saw the accident
Police Report	Reported by Officer J. Doe, 123456789
Insurance	State Farm (Vehicle 1), Allstate (Vehicle 2)
Damage	Front end of Vehicle 1, rear of Vehicle 2
Injuries	None
Cause	Vehicle 2 ran a red light
Notes	Vehicle 2 was traveling at approximately 40 mph at the time of the accident.

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Terrain details (as applicable)				
Airstrip	Length		Alignment	
	Surface		Level/Incline	
	Wet/dry			
Licensed airport/private/agriculture./etc.				
Owner				
Off airport (describe terrain, surface, if any vegetation/crop etc).				

Aircraft Technical Details				
Airframe serial number			Model year	
Airframe total time at the time of occurrence				
Maintenance release no.				
Issued by			Date of issue	
Valid to	Hours		Date	
Signed				
Date				

Documents Required
Please provide any documents in support of your claim as well as any letters of demand notices of any claim made against you.

## Claim Privacy Consent and Declaration

### Claim Privacy Consent

This statement is a summary of Our Privacy Policy and provides an overview of how We collect, hold, store, use, disclose, retain, give access to, and correct Your personal information. Our Privacy Policy may change from time to time, the updated Privacy Policy will be posted on Our [website](#). Please review Our Privacy Policy for more information about how We manage Your personal information. You can contact the Privacy Officer about Your personal information at:

Privacy Officer  
Chubb Insurance New Zealand Limited  
PO Box 734  
Auckland  
+64 (9) 3771459  
[NZlegal.privacy@chubb.com](mailto:NZlegal.privacy@chubb.com)

#### How We handle Your personal information

Chubb is committed to protecting Your privacy in accordance with the requirements of the Privacy Act 2020, as amended or replaced from time to time.

#### How We collect Your personal information

Chubb collects Your personal information (which may include health information) from You when You interact with Us. You interact with us when You are applying for, changing, or renewing an insurance policy or when We are processing a claim, complaint, or dispute. Chubb may also (and You authorise Chubb to) collect Your personal information from other parties such as brokers or service providers, as detailed in Our Privacy Policy.

#### Why We collect Your personal information

We collect and hold Your personal information for us to offer products and services to You. This includes offers to assess applications for insurance, to provide and administer insurance products and services, and to handle any claim, complaint, or dispute under a policy.

If You do not provide Us with Your personal information, We may not be able to provide You or Your organisation with insurance. We may not be able to respond to any claim, complaint or dispute, or offer other products and services to You or Your organisation without Your personal information.

From time to time, We may use Your personal information to send You offers or information regarding Our products that may be of interest to You.

#### Who else might receive Your personal information

We may disclose Your personal information to third parties, including:

- contractors and service providers engaged by Us to deliver Our services or carry out certain business activities on Our behalf. For example, actuaries, loss adjusters, claims investigators, claims handlers, professional advisers including lawyers, doctors and other medical service providers, credit reference bureaus, call centers, and marketing agencies.
- intermediaries and service providers engaged by You, such as current or previous brokers, travel agencies and airlines.
- other companies in the Chubb group.
- the policyholder if the insured person is not the policyholder.
- insurance and reinsurance intermediaries, other insurers, Our reinsurers and other parties involved in the policy or claim, such as Natural Hazards Commission Toka Tū Ake.
- government agencies or organisations when We are required to by law or otherwise.

If these third parties are located outside New Zealand, We take steps to ensure Your personal information remains adequately protected.

#### You can access and correct Your personal information

If You would like to correct, update, or access a copy of Your personal information, or withdraw Your consent to receiving offers of products or services from Us or Our associated organisations, then please contact the Privacy Officer at the contact details noted above.

## How to make a complaint

Please contact Our Complaints and Customer Resolution Service (CCR Service) if:

- You are not satisfied with Our organisation, services, or response to Your enquiry.
- You have any concerns about Our treatment of Your personal information.
- You believe there has been a breach of Our Privacy Policy.

Complaints and Customer Resolution Service (CCR Service)

Chubb Insurance New Zealand Limited

PO Box 734

Shortland Street Auckland 1140

+64 9 377 1459

[Complaints.NZ@chubb.com](mailto:Complaints.NZ@chubb.com)

You also have a right to complain directly to the New Zealand Privacy Commissioner by telephoning 0800 803 909, emailing [enquiries@privacy.org.nz](mailto:enquiries@privacy.org.nz) or using the online form available on the Office of the Privacy Commissioner's website at [www.privacy.org.nz](http://www.privacy.org.nz).

## Declaration

I understand that by investigating my claim or by accepting proof of my claim, Chubb has made no acceptance of liability, nor waived any of its rights in defense of any claim arising under the policy.

I agree to Chubb using and disclosing my personal information pursuant to Chubb's Privacy Policy and this document. In the event of any conflict between the documents, this document will be determinative. This consent remains valid unless I alter or revoke it by giving written notice to Chubb's privacy officer.

I authorise any person or entity, including but not limited to the parties referred to above, to provide to Chubb such personal information as Chubb in its absolute discretion considers relevant for its assessment of my claim or my entitlement to benefits.

I will use my best endeavors and render all reasonable assistance and co-operation to Chubb in the assessment of my claim. I confirm that any information that I supply will be true and correct and that I will not withhold any information likely to affect the acceptance or handling of my claim. I understand that my claim may be denied if the information supplied is untrue, or I have not revealed all relevant facts.

I appoint Chubb to do everything necessary or expedient to give effect to the transactions contemplated by the consents and authorisations in this document and to execute, on my behalf, any documents or to do such acts required to give effect to this Privacy Consent.

Signature of claimant			
Name of claimant		Date	
Signature of claimant			
Name of claimant		Date	

## About Chubb in Australia

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Chubb is a world leader in insurance. With operations in 54 countries and territories, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients. The company is defined by its extensive product and service offerings, broad distribution capabilities, exceptional financial strength and local operations globally. Parent company Chubb Limited is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index. Chubb employs approximately 40,000 people worldwide.

Chubb, via acquisitions by its predecessor companies, has been present in Australia for 100 years. Its operation in Australia (Chubb Insurance Australia Limited) provides specialised and customised coverages, including Business Package, Marine, Property, Liability, Energy, Professional Indemnity, Directors & Officers, Financial Lines, Utilities, as well as Accident & Health insurance, to a broad client base, including many of the country's largest companies. Chubb also serves successful individuals with substantial assets to insure and consumers purchasing travel insurance. With five branches and more than 800 staff in Australia, it has a wealth of local expertise backed by its global reach and breadth of resources.

More information can be found at [www.chubb.com/au](http://www.chubb.com/au)

## Contact Us

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