



## VETERINARY PRACTICES

### PROFESSIONAL INDEMNITY INSURANCE

#### CLAIM PROCEDURES

You must comply with the following procedures if something happens that could lead to a potential claim.

**1) When the first notification is received:**

- a) Contact Southern Cross Brokers with the outline of the complaint
- b) Do Not make any admission of liability, offer, promise or payment in connection to an event.
- c) Forward every letter, email, demand, writ, summons and any other legal papers to Southern Cross Brokers. These will be forwarded to the insurer.

**2) Making a claim:**

- a) Supply to the insurer all the information and documentation relevant to the potential claim and give such assistance and co-operation as needed.
- b) The insurer is entitled to take over and conduct the defence or settlement of the claim as it sees fit and has full discretion in the conduct of any proceedings and settlement.

If you have any queries about what to do, please contact

**Southern Cross Brokers Pty. Ltd.**

**Phone: (03) 9645 3822 Fax: (03) 9645 1533 or**

**Email: [reception@southerncrossbrokers.com.au](mailto:reception@southerncrossbrokers.com.au)**