

## Make an Unemployment Claim

### Thank you for contacting Swann Insurance

You must have access to a printer in order to access this form. If you do not have access to a printer please contact our office on 1300 657 382 and an alternative will be sent.

#### HOW TO COMPLETE YOUR UNEMPLOYMENT CLAIM FORM

**Your claim form must be completed in full. An incomplete form may cause delay in the assessment of your claim.**

#### Please ensure:

- You (the insured) complete the front page and the first box on the second page of your unemployment claim form.
- That you (the insured) and a witness have both signed and dated your claim form.
- Centrelink completes the "Certificate of Centrelink/Job agency" section on your claim form.
- Your last employer completes the "Employer's Declaration" section of your claim form. If you experience difficulties in completing this section, please attach a copy of your "Employment Separation" certificate to your claim form.
- If your employment ceased more than three (3) months ago, a letter is attached to your claim form detailing the reason(s) for the late lodgement of your claim.

#### Other useful information

If you have submitted your claim form and it has been accepted by Swann Insurance, we will require you to provide ongoing confirmation of your unemployment in order for us to maintain continuous payments to your financier.

Please advise us on 1300 657 382 if you return to any form of employment during the period you are claiming for.

**It is important that all questions are correctly and fully answered by the policy holder.** This will enable Swann Insurance to proceed with the processing of your claim; delays could occur if the claim is completed by someone other than the policy holder or if insufficient information is supplied. If for some reason the policy holder is unable to complete this form, please contact the office to discuss options.

#### Third Person authority to enquire

If you wish to provide authority for another person to discuss your claim on your behalf, please complete the attached authorisation and return with your completed claim form.

Fax: 1300 657 370

Email: [swann.cci.claims@swanninsurance.com.au](mailto:swann.cci.claims@swanninsurance.com.au)

Post: Locked Bag 3274, Melbourne VIC 3001

#### The way we handle your personal information

You agree that, by submitting this claim, the personal information you provide to Swann Insurance for the purposes of making this claim, may be collected, held, used and disclosed in the manner set out in Swann's Privacy Policy found at [www.swanninsurance.com.au/privacy](http://www.swanninsurance.com.au/privacy), including for the purposes of the determination and / or settlement of, this claim.

Insurer: Insurance Australia Limited ABN 11 000 016 722 AFS Licence No 227681 trading as Swann Insurance (Swann Insurance).

All questions must be answered.

Please print and indicate  where applicable. If there is insufficient space, please write on a separate sheet and attach to this form.

## IMPORTANT NOTE

Please ensure that you have answered all questions relating to yourself and arrange for Centrelink/Job Agency Certificate and Employers Declaration to be completed. Please note that an incomplete claim form will cause delay in assessment. Please forward your completed claim form to Swann Insurance within 14 days of the occurrence. Please notify Swann Insurance when you recommence employment.

### your personal details

TITLE (e.g. MR/MRS)  SURNAME  GIVEN NAMES  DATE OF BIRTH  /  /

ADDRESS  POSTCODE

E-MAIL  TELEPHONE NO.  ( )

NAME AND DATE OF BIRTH OF ANY OTHER PERSON LISTED ON POLICY

### claimant's statement

NAME OF LAST EMPLOYER  ADDRESS  POSTCODE

TELEPHONE NO. ( )  OCCUPATION  DATE EMPLOYED FROM  /  /  TO  /  /

ON WHAT BASIS WERE YOU EMPLOYED AT POLICY COMMENCEMENT DATE?

FULL TIME  CASUAL  PART TIME  CONTRACT  SEASONAL  TEMPORARY

WHAT WAS YOUR REASON FOR LEAVING THIS EMPLOYMENT?

RESIGNED  RETRENCHED  DISMISSED  END OF CONTRACT  MADE REDUNDANT  TEMPORARY

OTHER  PLEASE GIVE EXPLANATION

  


NAME OF EMPLOYER PRIOR TO LAST EMPLOYMENT  ADDRESS  POSTCODE

TELEPHONE NO. ( )  OCCUPATION  DATE EMPLOYED FROM  /  /  TO  /  /

ON WHAT BASIS WERE YOU EMPLOYED AT POLICY COMMENCEMENT DATE?

FULL TIME  CASUAL  PART TIME  CONTRACT  SEASONAL  TEMPORARY

WHAT WAS YOUR REASON FOR LEAVING THIS EMPLOYMENT?

RESIGNED  RETRENCHED  DISMISSED  END OF CONTRACT  MADE REDUNDANT  TEMPORARY

OTHER  PLEASE GIVE EXPLANATION

## declaration

I hereby declare that:

1. I am the person insured by Swann Insurance and referred to in the foregoing particulars.
2. I agree that if I have made, or in any further declaration which Swann Insurance may require of me, shall make, any false declaration or statement in support of my claim my right to any Benefit shall be forthwith forfeited.
3. I authorise the Centrelink/Job Agency or any person or firm who has employed me, to furnish to Swann Insurance any information it may request in respect of my employment and unemployment.
4. To the best of my knowledge and belief the information in this form is true and correct and I have not withheld any relevant information.
5. I/we agree that, by submitting this form the personal information I/we provide to Swann Insurance in this form or otherwise may be collected, held, used and disclosed in a manner set out in the Swann Insurance Privacy Policy found at [www.swanninsurance.com.au/privacy](http://www.swanninsurance.com.au/privacy), including for processing this claim.

SIGNATURE OF INSURED

SIGNATURE OF WITNESS

DATE

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Telephone: 1800 931 678 (free call)  
In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

## certificate of centrelink/job agency

IS THE CLAIMANT REGISTERED AS A JOBSEEKER? NO  YES

IF THE CLAIMANT IS RECEIVING JOB SEARCH ALLOWANCE/UNEMPLOYMENT BENEFITS, PLEASE COMPLETE THE FOLLOWING:

THIS IS TO CERTIFY THAT (FULL NAME)

OF (ADDRESS)

WAS REGISTERED AS BEING UNEMPLOYED ON (DATE)  ALLOWANCE/BENEFITS OF \$

PER  WERE GRANTED FROM (DATE)  AND HAVE BEEN PAID TO (DATE)

IF THE CLAIMANT IS NOT RECEIVING JOB SEARCH ALLOWANCE/UNEMPLOYMENT BENEFITS, PLEASE ADVISE THE REASON WHY

  

SIGNATURE OF AUTHORISED OFFICER

BRANCH STAMP

DATE

## employers declaration (to be completed by the last employer)

NAME OF EMPLOYEE

DATE EMPLOYED

FROM  TO

ON WHAT BASIS WERE THEY EMPLOYED?

FULL TIME  CASUAL  PART TIME  CONTRACT  SEASONAL  TEMPORARY  AVERAGE HOURS/WEEK WORKED

EMPLOYMENT WAS TERMINATED DUE TO:

MISCONDUCT  REASON

SHORTAGE OF WORK  EMPLOYEE CEASED WORK VOLUNTARILY

SIGNATURE

POSITION

COMPANY NAME (PLEASE AFFIX COMPANY STAMP IF AVAILABLE)

**Third Person Authority to make and receive claims enquiries in relation to my claim**

If you wish to provide authority for another person to discuss your claim on your behalf, please complete the following authorisation and return with your completed claim form.

I, \_\_\_\_\_ (name) of  
\_\_\_\_\_ (address),

freely give permission for:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Ph. No.: \_\_\_\_\_

to contact and be contacted by Swann Insurance to discuss information relating to and about my claim, (number \_\_\_\_\_).

I know that I may request a copy of this authorisation. I agree that a copy of this authorisation shall be as valid as the original.

I understand that this authorisation shall be valid until my claim is processed and finalised, and that I have a right to revoke this authorisation by written notification to Swann Insurance.

Signed by .....

Print name .....

Dated .....

Witness signature .....

Print name .....

Dated .....