

Documents required to process your request

Please refer to the below list of documents you should submit for relevant issue reported in this form, so that we can process your request as soon as we can.

PLEASE NOTE your request cannot be processed unless all required proof documents are attached in "Evidence Documents" section at the bottom of the form before you submit.

For any questions or queries you have, please contact our Customer Service Team on 1 300 72 88 22.

What happened	What information and documents required to process your request
Did not issue policy same (or next) business day as receipt of payment	<ul style="list-style-type: none"> ▪ Copy of proof of payment of insurance premium (e.g. ledger) ▪ Written confirmation that customer has not travelled on policy ▪ Written confirmation that customer has not claimed under existing policy or has a claim pending
Incorrect policy details	<ul style="list-style-type: none"> ▪ Copy of proof of payment of insurance premium (e.g. ledger) ▪ Copy of request for optional cover option by customer ▪ Proof of payment for optional cover option
Existing Medical Condition assessment	<ul style="list-style-type: none"> ▪ Copy of EMC Assessment letter ▪ Copy of proof of payment for EMC ▪ Written confirmation that customer has not travelled on policy ▪ Written confirmation that customer has not claimed under existing policy or has a claim pending
Policy excess error	<ul style="list-style-type: none"> ▪ Email confirming correct policy excess ▪ Written confirmation that customer has not travelled on policy ▪ Written confirmation that customer has not claimed under existing policy or has a claim pending.
Duplicate policy issued	<ul style="list-style-type: none"> ▪ Written confirmation that customer has not travelled on policy intended to be cancelled ▪ Written confirmation that customer has not claimed under policy intended to be cancelled or has a claim pending.
Agent did not cancel a policy	<ul style="list-style-type: none"> ▪ Written confirmation that the customer intended to cancel the policy ▪ Written confirmation that customer has not travelled on policy ▪ Written confirmation that customer has not claimed under the policy or has a claim pending.
Agent did not extend a policy	<ul style="list-style-type: none"> ▪ Copy of proof of payment for extension ▪ Copy in writing of request for extension by client
Agent cancelled the policy without client consent	<ul style="list-style-type: none"> ▪ Copy of proof that customer has not been refunded (e.g. ledger)