

# Important information for Policy Holders and Insurance Brokers impacted by Cyclone Alfred

## Step 1: Safety and Loss Mitigation

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- **Prioritise safety** – contact emergency services by dialing 000 if you are in immediate danger.
- **Mitigation of loss** - In circumstances where it is safe to do so, reasonable steps should be taken to prevent further damage (e.g., temporary repairs such as tarping roofs or boarding up broken windows). Keep all receipts for reimbursement.  
  
**Important Note:** Safety remains priority, and any steps associated with loss mitigation should only be taken should it be completely safe to do so.
- **Evidence and documentation** – Take photos and videos of damage before making any repairs and provided it is safe to do so.

## Step 2: Claim Lodgement

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- **Contact your insurance broker** - Inform your broker of the incident and provide your policy number as shown on your Schedule.
- **Discuss a claim** - Your broker should represent you and your claim. They can lodge and discuss your claim by contacting our Claims Team, which is available Monday through Friday from 8:30 a.m. to 5:00 p.m. AEST.
  - **Phone:** 03 9629 5444 Ext 2
  - **Email:** [propertyclaims@archinsurance.com.au](mailto:propertyclaims@archinsurance.com.au)
  - **Claim Form:** The Claim form can be [found here](#). The claim form should be submitted directly by the relevant insurance broker.

## Step 3: Emergency Repairs

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If urgent repairs are required to prevent future damage:

- **During business hours (AEST):** Call our Claims Team at 03 9629 5444 Ext 2
- **After hours 'Make Safe':** Contact our after-hours provider with on the ground support in impacted areas:

- Company: Sedgwick
- Contact: Jonathon Vaisey
- Contact No: 0438 731 193
- Contact email: [jonathon.vaisey@sedgwick.com](mailto:jonathon.vaisey@sedgwick.com)
  
- Company: Crawfords
- Contact No: 1300 135 790
- Contact email: [au.commercial@crawco.com.au](mailto:au.commercial@crawco.com.au)