

Contact us on
1800 810 213 to
make a claim.

We are here for
you 24/7.

Better through experience.



No forms. No fuss.

Just one free call to our
24/7 claims line.

Our aim is to ensure your life is minimally impacted or interrupted through your claims process.

If you need to claim – or a claim is made against you – just one free call to our 24/7 claims line is all that's needed. You'll have direct access to a dedicated claims specialist whose job is to manage your claim and keep you informed of the progress.

Call us for all your claims

If you need to claim, rather than sending us an invoice after having your property repaired or replaced, call our claims line first and we'll manage your claim for you.

A reputable network of suppliers

Your claims specialist will provide you with access to our network of Guild-approved suppliers who can help you with fast repairs or replacement. This can be arranged immediately if needed to make your premises safe.

Better through experience.



If your property is lost, stolen or damaged or someone advises of a claim against you immediately call...

Guild Insurance claims line
1800 810 213

In the case of theft or malicious damage, also call the Police.



1800 810 213

Freecall 24 hours 7 days a week

Your handy pop-out claims line card

When you need to claim

- > Call the claims line immediately. Do not authorise any repairs or replacement before contacting us, unless it is necessary to safeguard your property.
- > Have your policy details handy when you phone the claims line.
- > Keep damaged items for inspection and any evidence if needed.
- > Ensure damaged property can be accessed for inspection if needed.
- > Where multiple items are claimed, compile an itemised list with the item description and approximate cost if known.
- > Please contact Guild Insurance immediately if you receive a formal demand or you are contacted to discuss the incident. Guild Insurance will provide you with the appropriate support, guidance and advice.

Information that can help with your claim

- > Sales receipts or invoices showing the date, purchase price, item description and place of purchase of the lost, stolen or damaged item.
- > Credit card or bank statements showing purchase details.
- > Property model and serial numbers.
- > Instruction booklet and owner's manual.
- > Valuations.
- > Builder's, electrician's or tradesman's reports detailing loss or damage.
- > Photos clearly showing items.

Insurance issued by Guild Insurance Ltd, ABN 55 004 538 863, AFSL 233791 and subject to terms, conditions and exclusions.

This information is of a general nature only, please refer to the policy or call **1800 810 213** for details. GLD3467 Claims process pop out card 11/2015.

1800 810 213
guildinsurance.com.au

Guild Insurance has been proudly protecting Australian businesses and individuals with tailored insurance products and caring personal service since 1963. Benefit from the insurer who is better through experience.

