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High net worth. Low maintenance.



Any information contained in this document has been prepared without taking into account your client's objectives, financial situation or needs. Before making a decision to purchase the product we recommend that they consider whether it is appropriate for their circumstances and read the Product Disclosure Statement. A copy of the PDS can be obtained by contacting Mansions or visiting [www.mansions.com.au](http://www.mansions.com.au).

Mansions of Australia  
CLAIMS SERVICE GUIDE



Our claims guarantee means we'll sort out any claim with a minimum of fuss.

Here's our guarantee:

1. If we haven't responded to your claims lodgement with a telephone call, email or fax within 48 hours – we'll waive any excess that's due.
2. Of course, after that initial response, we'll then provide you and your client with regular updates on your claim's progress.
3. Finally, we'll also waive any excess if your client doesn't receive payment within 5 days of our agreeing to pay\*.

*\*Payment will be made within 5 days of our agreeing to pay unless there are exceptional circumstances such as large scale weather related events.*

### Free After Hours Service Line.

We know claims calls can come in at all hours – so you can now choose to have your clients contact us directly on our after hours service line, at no extra cost.

Or you can continue to have clients contact you directly. It's your choice.

### Flexible claims settlement

We understand that every claim is different, so Mansions has options to repair, replace or settle in cash. Whatever best suits your circumstances.

### Client's choice of repairer.

It goes without saying that this is a highly discriminating segment of the market. So we believe the client should always be able to choose who does any repairs.

### What brokers are saying.

Here are a few testimonials from leading brokerages:

*"Claims delivery is perhaps the main reason that we choose Mansions. We will not expose high value clients to the risk of poor claims services, or we will all look bad..."*

*"Many thanks for your prompt attention to and settlement of this claim – the cheque is with the client. The client is suitably impressed that the system works so well..."*

*"Our client was astonished to find a cheque on his desk upon returning from an interstate trip..."*

*"Most helpful and efficient in all aspects – a pleasure to deal with..."*

*"The claim was settled in less than 24 hours and I had the cheque the next day"*

*"Our account managers are amazed at how quickly and efficiently claims are settled"*

### We didn't bat an eyelid when...

The quality of our cover comes into its own at claims time.

- Possums caused damage inside a house – we settled for \$28,000.
- A client's dog was bitten by a snake – under pet care provision we paid over \$6,000.
- A retaining wall collapsed into the Brisbane river – we paid over \$400,000.
- There was an enormous mudslide in Townsville – we settled for over \$1 million.
- A burst fish tank damaged building and contents – we settled for \$32,000.
- Hearing aids were destroyed by a vacuum cleaner – we paid over \$7,000.

*Source: Mansions Claims Files*

To find out more, give us a call.

We're only too happy to talk to you about our unique high net worth policy. So feel free to call the Mansions toll free number 1300 738 308.

**Mansions. The low maintenance approach for your high net worth clients.**

