

## **ON TRACK MOTOR RACING INSURANCE CLAIMS PROCEDURE:**

In order to ensure that your claim is paid as quickly as possible, please make sure to follow the below steps and complete a claim form at the earliest opportunity. These requirements are conditions precedent to liability and must be followed for your claim to be accepted.

Initially the most urgent aspect of the claims process is to notify Affinity Motorsport Insurance within 48 hours of the accident, even if the perception is that the damage may not be enough to exceed the policy excess. Insurers may reject any claim that is not reported within this time period.

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**Notification:** The most efficient way to notify us of a new claim is by email to [claims@affinityib.com.au](mailto:claims@affinityib.com.au). Alternatively please call +61 (0)3 8587 7704. Notification must include the name of the policy holder and driver, the date, time and location of the accident, and a brief description of what happened.

**Claim Form:** A claim form must be fully completed and sent to Affinity together with photographic evidence as soon as possible after the accident by post or email to [claims@affinityib.com.au](mailto:claims@affinityib.com.au)

**Photographs:** You must provide sufficient photographic evidence showing the whole car immediately after the accident in its complete damaged state PRIOR to any dismantling. An overview of the damage must be shown, as well as separate photographs clearly showing the specific damaged components. Photographs of individual broken and damaged parts during repairs are also required.

Photographs should accompany your completed claim form and can be provided to Affinity Motorsport Insurance by email to [claims@affinityib.com.au](mailto:claims@affinityib.com.au) or by post. Alternatively please upload the photographs to a file sharing site on-line and provide the link or details with your claim form on how to access them.

**Costs:** An itemised parts list including manufacturer part numbers and breakdown of all labour charges must be provided, ideally in an Excel spreadsheet, clearly showing the parts applicable and labour hours being claimed. Any part claimed, including parts taken from your own stock must be clearly identified and supported by corresponding manufacturer's invoices confirming the cost of such part. Any subcontracted work and specialist repairs must be supported by relevant invoices.

In all claims regardless of the cost, please confirm the final total amount being claimed and provide final, paid supporting invoices.

**Disposal of  
Parts:**

Damaged parts should NOT be disposed of until you have permission to do so or until you have received final claim payment.

**Loss  
Adjuster:**

Your claim will be managed by an independent loss adjuster appointed by your Insurer. This is to ensure your claim is treated effectively and fairly and all reasonable claimed costs are agreed in accordance with the Policy. Affinity Motorsport Insurance will collect your claim form and supporting documentation to ensure it is complete.

Affinity will then submit this to the appointed loss adjusters to complete the claim and recommend payment to the Insurers. Once final claimed costs are confirmed and agreed, details will be provided to you with a Form of Acceptance for completion. Your completed Form of Acceptance will include your bank account details of where payment is to be made.