

CASE INSTRUCTIONS

Client Name		Insured Name	
Case Coordinator		Claim Number	
Investigation Type	Factual Property	VMA Reference	
Job Classification		Due Date	31/03/2023

FACTUAL INVESTIGATION INSTRUCTION

Date:	23/02/2023
From:	
Investigation Type:	Factual Property
Company:	IAG
Email:	
Phone:	

POLICY DETAILS

Insurer:																	
Policy Number:																	
Policy Inception Date:	12/11/2022																
Subject of risk:	<table><tr><td>Address</td><td></td></tr><tr><td>Suburb</td><td></td></tr><tr><td>State</td><td>vic</td></tr><tr><td>Extent of Damage</td><td>minor</td></tr><tr><td>Assessor Name</td><td></td></tr><tr><td>Assessor Phone</td><td></td></tr><tr><td>Police Attendance</td><td>yes</td></tr><tr><td>Concerns</td><td></td></tr></table>	Address		Suburb		State	vic	Extent of Damage	minor	Assessor Name		Assessor Phone		Police Attendance	yes	Concerns	
Address																	
Suburb																	
State	vic																
Extent of Damage	minor																
Assessor Name																	
Assessor Phone																	
Police Attendance	yes																
Concerns																	

Insured 1:	
Address:	
Suburb:	
State:	Victoria
Postcode:	3335
DOB:	
Phone:	0424 555 555

Insured 2:	
Address:	
Suburb:	
State:	
Postcode:	
DOB:	
Phone:	

CLAIM DETAILS

Claim Number:	
Date of loss:	
Date Lodged:	
Loss Location:	

Risk Exposure:	96,500
Incident Description:	I left my home around lunch time on Tuesday 8th November. I arrived home around 9:00pm at night to found my garage door to the backyard had been damage and kicked in then my garage door to the house was wide open and my whole house trashed as they have litually gone through everything

PARTIES TO THE CLAIM

ISSUES IDENTIFIED

Incident 6 days into new policy
 Previous policy for subject property H739494931 – cancelled due to no payment
 Large loss
 No previous insurance policies
 Some receipts provided do not have OI's name
 Insured has put in complaints regarding the time the claim is taking to process
 -Insured only notified her real estate agent after we requested details of when this was reported
 P/R Anomaly where OI has advised of 65" TV Samsung being stolen
 -Invoice OI produced from The Good Guys – for Pro Heat Revolution Pet Extra warranty for \$125 has the same Web Order no, Do neo-qlcd-smart-tv-qa98qn90aawxxy?istCompanyId=3bea4a6c-bec2-47ac-ad52-cc426c68327c&istFeedId=e8d5c196-db26-43bb-cfe72bb147d0&istItemId=paiptamrp&istBid=t&cq_src=google_ads&cq_cmp=6669662790&cq_con=78837816373&cq_term=&cq_CT_QIVuRPUAR1UQAggEAQYASABEgLJD_D_BwE&gclsrc=aw.ds (Invoice has been doctored)

INTERVIEW

Person to be interviewed:	Crystal Perry
Association to claim:	insured
Contact details:	0421 201 801 crystaljp93@yahoo.com
Interview instructions:	<p>Please confirm the following but not limited to:</p> <ul style="list-style-type: none"> - full circumstances to leaving the insured property to discovering the theft - what did they do after discovering the theft? - Phone calls made? - What items were stolen - When were these items purchased? - where from? - how much they paid for them? - did they get an invoice? still have it? - any pictures of these items? - what were the damages to the property - how did the thieves enter the property? - how she made this assumption? what she saw - exact date they left the insured property and return - how did they lock the house when exiting? - how did they exit the property? - First thoughts when witnesses the property - when was the property purchased? and how long have they lived there? purchase details of property - insurance history? - if no insurance for the property in the past, why insure contents now? <p>Enquiry/ interview with Police to confirm circumstances. Any forensics obtained? POL supplied to police etc</p>
Document requests:	Phone records 2 weeks prior, 1 week following bank statements September, October November 2022 any pictures/ invoices not supplied other documents that come up in interview

SCENE CANVAS INSTRUCTIONS

FORENSIC EXPERT INFORMATION

LIST OF SUPPORTING MATERIALS ATTACHED

claim notes
invoices
police report

REPORTING REQUIREMENTS

Please upload all reports to V-track noting the following requirements:

- FINAL REPORT TO PROVIDE SUMMARY OF INVESTIGATION ONLY - NO NEED FOR DETAILED REPORT
- Final report to include (but not limited to):
 - Details of who has been interviewed
 - Summary of anomalies (DOT POINT)
 - Points of considerations (DOT POINT)
 - List of documents received
 - List of documents outstanding
 - List of annexures / attachments
- NO NEED TO PROVIDE HARD COPY OF REPORT - PLEASE SEND **ELECTRONICALLY ONLY**
- Scanned documents to be sent electronically
- Provide large documents on a USB and post if cannot be emailed