

## Domestic Building Insurance Claim Timeline

## DOMESTIC BUILDING INSURANCE

Stage 1
Claim
Lodgement



You lodge your claim



VMIA investigates whether the policy 'trigger' has been met



VMIA sends a letter to you confirming next steps



VMIA sends a letter to you requiring further information (if necessary)

Has all necessary information been provided to assess claim?



Without sufficient information the claim may be rejected



VMIA progresses the claim to the Claim
Assessment stage\*

Stage 2 Claim Assessment



VMIA appoints a Building Consultant



Building Consultant contacts you to arrange a time to inspect the building works



Building
Consultant visits
site to assess the
items listed in the
claim form



VMIA receives Building Consultant's report



VMIA sends a letter to you setting out our decision<sup>§</sup> for accepted or rejected items. The accepted items are listed in a 'Schedule of Works'



at least

You obtain at least two quotes from builders to rectify or complete the accepted items listed in the Schedule of Works

Within 5 business days

Mutually convenient time<sup>‡</sup>

Within 10 business days‡

Within 5 business days

Within 21 business days<sup>‡</sup>

Stage 3
Settlement



Upon receipt of quotes<sup>†</sup>, VMIA will assess the amount of your loss



VMIA sends a letter to you setting out its decision§ about the amount of your loss to be paid and a release document for you to sign you return the signed release document, the monies are available to progressively pay a builder to fix or complete the works.

VMIA will also make reimbursements for other approved expenses lodged as part of the claim (such as alternative accommodation, storage etc.)

If you agree with the amount to be paid, once



NOTE: The settlement amount may be paid to you or the VMIA may pay it to a builder to fix or complete the works

Within 7 business days<sup>‡</sup>

Within 10 business days<sup>‡</sup>

- \* Claims for losses will be assessed by the VMIA.
- <sup>†</sup> Quote must align with the Schedule of Works and itemise the defects and non-completion components.
- † VMIA aims to assess and resolve your claim as quickly as possible. If your claim is complex or we need to obtain specialist technical advise, these steps may take longer than shown here.
- <sup>§</sup> If you disagree with this decision you have 28 days to make application to VCAT to seek a review of the decision.

