

EMERGENCY REPAIR SERVICE REFERENCE SHEET

calibre
INSURANCE

Good insurance is straightforward insurance. We have secured an arrangement with **Emergency Trade Services (ETS)** for our Business Package Insurance claims as a provider of emergency repairs.

Our Emergency Repair Service means that you are able to appoint our approved service provider directly when emergency repairs are required before the claim is registered.

It is accessible 24/7.

WHAT YOU NEED TO DO



P: 1300 755 455

IN THE EVENT OF AN EMERGENCY CLAIM:

1. Call ETS on **1300 755 455**.
2. Mention that you have a policy with Calibre Insurance and provide:
 - a. the policy number
 - b. loss address
 - c. details of the incident.
3. Report the claim to Calibre Insurance via email or our [online claims notification form](#). Please note that you have appointed ETS directly.

The Calibre Insurance Claims team will then work with ETS and undertake any further action as required.

MORE INFORMATION

Visit the ETS website to find out more about the services provided: <http://emergencytradeservices.com.au/>

Please contact us with any questions or feedback.

E claims@calibreinsurance.com.au

P 1300 306 226

PLEASE NOTE THE FOLLOWING:

- You can directly appoint ETS to undertake emergency repairs to prevent further damage and mitigate the loss
- ETS will contact the insured within 30 minutes of receiving your call*
- ETS will appoint a contractor within 30 minutes of the contact with the insured*
- A repairer will attend the insured location within 2 hours of being appointed unless otherwise agreed with the insured*
- This service is available 24 hours a day, 365 days a year and nationwide.

Note: this service is intended for emergency repairs only at the time of a claim.

**Timeframes may vary during significant weather and catastrophic events*

GOOD BUSINESS NEEDS GOOD INSURANCE

Calibre Insurance, a trading name of Hollard Commercial Insurance Pty Ltd (ABN 86 603 039 023, AFSL 474540) ('Calibre Insurance') acts under a binder as agent for The Hollard Insurance Company Pty Ltd (ABN 78 090 584 743, AFSL 241432).

Calibre Commercial Insurance Pty Ltd
Level 12, 465 Victoria Avenue, Chatswood NSW 2067
Phone 1300 306 226 Fax 1300 559 936
© Hollard Commercial Insurance Pty Ltd 2018