

AFTER HOURS CONTACTS

Your strata insurer can deal only with insurance related damage, if the damage has been caused by a maintenance-related issue they cannot assist with rectifying the maintenance problem and this usually needs to be attended to first.

- If the issue is maintenance contact the relevant trade, such as a plumber, to deal with the immediate problem such as leaking water or burst pipe.
- If there is a risk of immediate danger to people or property then contact a builder to conduct a "make safe".
- If water has entered a property as soon as it is watertight contact professionals to start water extraction and drying.
- THEN ring the insurer who will then be able to either provide instructions or arrange for a panel builder or loss adjuster to attend.

| COMPANY | PHONE |
|---|---|
|  | CHU After Hours Emergency Hotline: 1800 022 444 |
|  | SUU 24/7 Emergency Claims Service: 1300 668 066 |
|  | Longitude Insurance National Claims Manager: 1300 442 676 |
|  | QUS 24 Hour Emergency Assist: 1800 940 830 |
|  | Strata Community Insurance (SCI): 1300 724 678 |
|  | Chubb Insurance After Hours: 1800 803 548 |
|  | Axis Underwriting Services: No After Hours Emergency Number or Diversion Service Office Hours (03) 8660 7066 |
|  | BCB (NSW) Rod Tancred 0411 724 891 BCB (QLD) Warren Fenton 0418 769 898 BCB (VIC) Jane Evans 0429 981 009 BCB (WA) Nick Swallow 0434 687 557 |

New South Wales
Level 11, 338 Pitt Street
Sydney NSW 2000
PO Box 20288
World Square NSW 2002
nsw@bodycorporatebrokers.com.au
T. 02 9024 3850

Queensland
Suite 1, 7-9 Burra Street
Chevron Island QLD 4217
PO Box 5579
Gold Coast MC QLD 9726
qld@bodycorporatebrokers.com.au
T. 07 5668 7800

Victoria
Level 3, 100 Albert Road
South Melbourne VIC 3205
vic@bodycorporatebrokers.com.au
T. 03 8609 2300

Western Australia
155b, 22 St Georges Terrace
Perth WA 6000
PO Box 2258
Ellenbrook WA 6069
wa@bodycorporatebrokers.com.au
T. 08 6245 5300

 bodycorporatebrokers.com.au

Body Corporate Brokers Pty Ltd. ABN 95 002 809 298 AFS License No. 244529



Proud National Partner of SCA

