

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
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