



JANUARY 2020

Making a Claim – Cricket Australia National Club Risk Protection Programme

Personal Accident | Non-Medicare Medical Claims

Step 1 – Access a current claim form from the Marsh website or alternatively contact Marsh directly on 1300 130 373

Step 2 – Complete all relevant sections of the claim form

Step 3 – Send your claim form to Echelon* as soon as possible (must be within 270 days of the date of injury)

Step 4 – Echelon will confirm receipt of your claim or make contact with you should they require more information

IMPORTANT INFORMATION

- Send **ONLY** original receipts (unless retained by your Private Health Fund) and keep a copy for yourself
- Claim on your Private Health Insurance **FIRST** (if you have Private Health Cover) and send their Statement of Payment in with your claim form
- The Health Insurance Act (Cth) 1973 does not permit reimbursement of any costs associated with Medicare (including the Medicare Gap)

- All treatment must be certified as 'necessary' by your treating physician
- Do not wait for all treatments to be completed before sending your claim form. Treatments may continue even after you have submitted your claim form

Personal Accident | Loss of Income Claims

Complete Steps 1-4 as detailed above

IMPORTANT INFORMATION

- Claim forms must be lodged within 270 days from the date of your injury/accident
- A 14 day elimination period applies which means you must be off work for at least this period of time (14 calendar days)
- You must be in permanent or regular casual employment at the time of your injury
- Your loss of income claims must be covered by a Medical Certificate for each period away from work

Personal Accident | Capital Benefit Claims

If you would like to make a claim against the Capital Benefit section of the Personal Accident policy, please notify Marsh in writing. This type of claim relates to permanent or partial disabilities received as a result of a cricket related injury. It is likely that you will still need to complete a claim form at some stage.

General Liability, Errors & Omissions and Club Management Liability

If an incident occurs that could lead to a liability claim, you must notify Marsh in writing immediately. It is extremely important that if an incident occurs, club officials/administrators do not admit liability or discuss the matter with any third party. Marsh Claims staff will make contact with you to discuss the next step in the process.

Quick lodgement and a fully completed claim form will assist speedy processing of your claim visit www.marsh.com/au/cricket

**Echelon Australia Pty Ltd (Echelon) ABN 96 085 720 056 is a business of Marsh & McLennan Companies (MMC). Echelon is the appointed claims manager for all Personal Accident claims on behalf of the Insurer and the Trustee.*

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