GUIDELINE - INSURANCE CLAIM PROCEDURE



Form No: **IMS-GU-014 Version No:** V20240206 Issued: 2010-08-26 Reviewed: 2024-02-06 **Authorised By: Director Communication and Marketing** START Member receives All serious incidents must Serious incident appropriate medical be notified to the ATHRA occurs aid and attention Insurance Coordinator ideally within 24 hours but NOTE no later than two days Minor incident following the incident reports are to be insurance@athra.com.au completed and retained by the club for future Incident and Witness reports are reference completed by club and, in serious or lifethreatening cases or when the club is aware an insurance claim is to be made, The ATHRA Insurance sent together with the applicable Ride Coordinator creates a file Insurance Attendance Register to the ATHRA of claim, substantiates Coordinator Insurance Coordinator, Reports to be entitlement, and maintains advises Board if received by Insurance Coordinator within a record of the incident. 7 days of the incident. In all other cases required. Injury and member. clubs file the documents until aware a claim is to be made and forward as above The ATHRA Insurance Affinity manages Coordinator liaises with the claim from this Affinity Insurance Brokers point on. who send a claim form **END**

to the injured member