



WE WERE THERE.
PROCESSING CLAIMS
ON- SITE, MAKING IT
HAPPEN AND GETTING
LIVES BACK ON TRACK.

DANKAV has been appointed by your insurance company to prepare a quote for your claim.

Dankav is an approved* specialist insurance builder and we have been getting people back on their feet for 10 years. Across Australia's eastern seaboard we have worked with hundreds of property owners and businesses to rapidly repair damage.

We have built our business on customer service and our aim is to always provide the best quality workmanship in as short a time frame as possible. Our supervisors and staff work to ensure there is the minimal amount of disruption through the repairs and building process.

This information brochure explains the claims process please call us for any further information.



DEVELOPMENT >> CONSTRUCTION
ROOFING >> PROJECT MANAGEMENT



YOUR CLAIM PROCESS

1 Visiting and inspecting damage

The process will start with an appointment for our supervisor to visit and inspect your property. We will then prepare a quote for your insurance company. The quote will be based on the damage listed on the scope of works provided to **DANKAV** by your insurance company or assessor.

2 Make safe

DANKAV can be appointed to undertake 'make safe' repairs to eliminate or reduce further resultant damage to your property. This could be putting a tarpaulin on a roof or disconnecting electricity to the property.

3 Providing the quote

We will provide our quote to your insurance company usually within seven days of our initial visit.

4 The next steps – assessing the quote

- Your claim will be assessed based on quotes or inspection reports from **DANKAV** and possibly engineering or other technical reports.
- If the claim is accepted, the insurance company will authorise Dankav or an alternative repairer to proceed with your repair.

5 Planning the work

- Once your insurer has given **DANKAV** the authority to proceed we will discuss the work program with you and how repairs can be carried out as quickly as possible with minimal disruption.
- Depending on the scale of the rectification work and state legislation we will provide you with a building contract for signing prior to commencement.

Reference number:

Your building supervisor:

Mobile No.:



FREQUENTLY ASKED QUESTIONS

Q Why use **DANKAV** ?

- A**
- **DANKAV** is an approved Insurance Company builder – this means our work carries a lifetime warranty for your peace of mind.
 - **DANKAV** is a licensed builder with insurance policies covering our building activity on your property.
 - We have a claims and customer service team to support you through the process.
 - Our business has been undertaking insurance repairs for 10 years. We understand the process and have a track record of delivering for our customers.
 - We use quality materials and experienced staff – **DANKAV** only uses qualified and licenced tradesmen.
 - We take great pride in our reputation for 'getting the job' done. You can take comfort in the fact that our ability to get quality work completed quickly is second to none.

Q What is covered for my claim?

- A**
- Insurance policies differ in terms of what is covered. We strongly recommend that you read your policy disclosure statement issued by your insurance company. Your insurance broker or insurer can provide more information.

Q Does an excess apply?

- A**
- An excess may be payable on claims – please refer to your policy. If an excess applies insurance companies may require that **DANKAV** collect this excess. Should this apply the excess will need to be paid to **DANKAV** before we start work. **DANKAV** will discuss any policy excess that applies.

Q What about fences?

- A**
- The area of fencing can be complex – generally if yours is a dividing fence, your insurer will only cover half the cost of fence repairs as it may be considered that you own half the fence.

If the fence is between your property and government or council land the insurance company may cover all the cost of repair.

Your insurer may choose to give you a cash settlement for the half portion, less any excess that may apply.

Q Can I get additional work done?

- A**
- DANKAV** often gets asked to complete work outside the scope of what is covered by an insurance claim. We are happy to discuss this with you and it can be more economical to undertake home improvements when tradesmen are on site. An authority to proceed or a contract specifying the work will be drawn up and a deposit is required.

Q Who do I speak to?

- A**
- You will have a supervisor assigned to your job and this person will be your primary contact. Our claims department will also be in contact and would be glad to assist with any queries you may have.

Call 1300 **DANKAV** (1300 326 528).

IT IS YOUR CHOICE

Ultimately it is your choice as to who you use for your repair work. We recommend using an insurance company approved builder. If you decide on **DANKAV** to complete your repair work please advise your assessor and our claims team as soon as possible.