

BROOKLYN 
UNDERWRITING



FAST TRACK

www.brooklynunderwriting.com.au

Introducing FAST TRACK

Brooklyn Underwriting is proud to launch our “FAST TRACK” initiative for claims less than AUD25,000. We can now consistently provide payments to insured customers within 5 business days of a claim submission, provided all required information is received at first notice of loss and the claim is covered by the policy.

This document sets out the required information to FAST TRACK a claim.

Why FAST TRACK?

Where insurance claims are straightforward, we will seek to indemnify insureds for legitimate claims under FAST TRACK. This approach optimizes speed to payment and reduces the insured’s administration associated with their claim.

If the claim is under AUD25,000 and all the requested information is received by Brooklyn Underwriting at lodgement and is to the satisfaction of the claims handler, the payment of the claim will be effected by Brooklyn Underwriting within 5 business days.

Does your claim qualify for FAST TRACK?

Below are some questions that will help determine if a claim is eligible for FAST TRACK :

- Is the claim under AUD25,000?
- Does the claim relate to property damage?
- For third-party claims, is the insured liable (& is liability not disputed)?
- The claim does not arise due to a third-party’s negligence.
- The claim is not related to business interruption.

In addition:

- Are all supporting documents available, complete and provided in full (refer to next page)?
- Have bank details been provided?

What’s NEXT?

If your answer to all of the above is YES, then please complete the relevant Brooklyn claim form for your LOB (found at brooklynunderwriting.com.au/claims-handling), or alternatively provide the below information along with the claim submission:

- Policy Number
- Insured Name
- Date of loss/damage/incident
- Location of loss
- Loss description
- Account Number
- Claimed amount
- EFT Details
- Account Name
- BSB

Claims can be notified to:

Property	propertyclaims@brooklynunderwriting.com.au
Liability	liabilityclaims@brooklynunderwriting.com.au
Professional & Financial Lines	professionalrisksclaims@brooklynunderwriting.com.au
Specialty & Marine	NewClaimAUSpecialty@axaxl.com

Supporting Documents

When submitting a claim to Brooklyn Underwriting, please ensure the following documentation is provided:

Casualty:

- Demand/request for compensation
- All correspondence from Insured
- Adequate information to determine circumstances and liability
- Documents evidencing quantum of the loss
- Proof of loss, such as photographs, repair invoices, other invoices supporting loss claimed
- Fill in the [Brooklyn Liability Incident / Claim Form](#) located on the Brooklyn Underwriting website

Property:

- Replacement quote or invoice
- Police report for theft claims
- Any causation report issued by an expert
- Photographs of the damages, if any
- Fill in the [Brooklyn EPS or General ISR Claim Form](#) located on the Brooklyn Underwriting website

Our Promise

With Brooklyn Underwriting as your partner, know you can trust us to help our mutual clients prepare for, navigate through and rebuild after the unexpected, allowing them to focus on what matters most – their business and their customers.



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