

## Information Documents that we require

We understand that not all claims are the same and you can't always fit all the relevant information you need to tell us into a Claim Form. This document is meant as a guide to inform you of the type of information that DUAL may need to assess your claim.

We encourage you to provide us as much relevant information as possible. The more information you provide, the less likely it is that we will need to request further information from you. In the event that we do need to request further information from you, or the information that you provide is incomplete, this may delay the time that it takes us to provide you with our decision on indemnity.

We look forward to receiving the following information from you:

### Policy details

You should provide details of the following:

1. The policyholder;
2. The policy number;
3. The policy period; and
4. Details of any other insurance that may be relevant to the claim.

### Insured's details

1. The full name of all individuals and/or insured entities who are claiming under the policy;
2. The position held by the individual/s with the insured entity;
3. If the individual is not a director of the insured entity, confirmation of their status as an insured person. You will need to provide either a position description or a contract of employment.
4. If the insured entity is not the policyholder, you will need to provide documents that confirm the insured status of the insured entity (documents that confirm it is a subsidiary, as defined in the policy).
5. Confirmation as to whether the individuals have been indemnified by the insured entity.

### Details about the claim

1. A chronology of events and/or brief summary of the background to the claim. This should include:
  - the date allegations were first made against the individual or insured entity,
  - the nature of the allegations,



- the identity and insured's relationship to the third party making the allegations; and
  - any response made by the insured to the allegations.
2. If a letter of demand has been received, please attach a copy.
  3. If proceedings have been commenced, please provide us with a copy of the letter of service and the originating process.
  4. If you have any other court documents, please provide us with copies of those.
  5. If a formal investigation has been commenced, please provide us with relevant documents.
  6. If you are aware of the value of the claim or can estimate it, please advise us of this.
  7. Copies of any investigative reports, internal memorandums or correspondence that will help us understand the origin of the claim