

Domestic Building Insurance Claims Process

This information sheet is designed to help you understand the steps involved in processing your claim.

Stage 1 Claim lodgement stage

What happens after I lodge my claim?

Your policy provides cover in the event that your builder has died, disappeared or become insolvent or if your certificate of insurance was issued after 1 July 2015 if your builder has failed to comply with a tribunal or court order. These are called the policy triggers.

The first thing we will do is to check that your online claim form is complete and we have everything we need to start managing your claim.

To avoid delays with your claim, please ensure you have provided the following information with your claim:

1. Complete copies of all documents requested during the claim submission process.
2. Details of each defect and/or loss you are claiming for, including the date the defect was first noticed.
3. Copies of all invoices and receipts/bank statements as proof of their payment, including payments made to your builder under the contract.

We'll also need to verify that one of the policy triggers has been satisfied.

For the insolvency trigger, this is generally a quick check with the Australian Securities and Investments Commission (ASIC) and/or other credit agencies. In the case of a builder 'disappearing' we may need to make a few enquiries to ascertain that the builder cannot be found.

Once we have confirmed an event has occurred that triggers the policy, the next step is to determine your loss.

Disclaimer: The information in this document is intended for general use only. You should consult the policy document for full details about what you can claim. A copy of the policy document is available at www.bpc.vic.gov.au

Do I have to pay excess?

I am making my claim	Amount of excess
Within 3 months following completion of works or the works are not yet complete	No excess
Between 3 and 12 months after completion of works and the claim is for more than \$500 (if the claim is for less than \$500 no amount will be paid for this claim)	No excess
Between 1 and 3 years following completion of works	\$500
Between 3 and 5 years following completion of works	\$750
More than 5 years following completion of works	\$1,000

Non-structural defect claims

Claims can only be made for non-structural defects which occur within two years of completion of works.

If your home is incomplete, it is important that you secure your site

If your home is incomplete, you will need to take steps to ensure you protect your property. This includes checking with the liquidator or administrator (in the case of an insolvent builder) regarding whether the builder's contract works insurance is still valid for your building works.

If not, you should consider taking out this insurance yourself because we will not cover loss usually covered under a contract works policy. Contact the National Insurance Brokers Association (NIBA) to find out which insurers offer 'Contract Works' insurance in your area www.niba.com.au or call 02 9964 9400. You may also want to obtain independent legal advice.

Stage 1

Claim assessment stage

The next step will be for us to appoint a building consultant to inspect your property

We will let you know who this person is, and they will contact you within a few days to arrange a suitable time to inspect the property.

Do I need to be present when the building consultant inspects my property?

It is preferable for you to be present. You will also need to ensure the building consultant can access the property.

What will the building consultant do?

The building consultant will be asked to review the list of defects and/or incomplete items that you listed on your claim form. He/she will attend your property and inspect and verify each item claimed. The consultant will then prepare a report for us, which will detail the findings of the visit.

I am due to pay the next progress payment. What should I do?

In most instances, you should not make any further payments until your claim has been assessed. Please seek legal advice before making any further payments.

What if I notice more defects after I have submitted my claim form?

You will need to itemise the new defects inside your claims portal by accessing your submitted claim and selecting 'add defects'. This must be done at least 2 business days before the Building Consultant visits the site. You will have received instructions on how to access your claims portal when you registered your claim.

What happens after BPC receives the building consultant's report?

We will review the report and determine if each item claimed is covered under the policy. This will require us to verify that the item is a defect or an incomplete item of work undertaken by the builder.

To do this, we'll compare the item against the works the builder was required to undertake under the Building Contract signed by you and your builder, together with any agreed variations and specification documents. It is therefore critically important that these documents have been provided as part of your claim. We are unable to accept liability for any items not referred to in these documents.

The accepted items under the policy will then be listed in a document called a Schedule of Works. This will be sent to you with the decision letter following the building consultant's visit.

Any items that we reject under the policy will also be listed. You can request a **review of the decision** in relation to those items by making an application to the Victorian Civil and Administrative Tribunal (VCAT). You have 28 days to make an application to VCAT if you wish to seek a review of the decision.

What is a Schedule of Works?

The Schedule of Works sets out every item that BPC agrees is covered under your policy. Once you receive the Schedule of Works, we will usually ask that you arrange at least one quote from a builder of your choice to complete and/or rectify the items listed in the Schedule of Works. BPC will also obtain its own quote from a builder at this time, to complete and/or rectify the item/s listed in the Schedule of Works.

Why do I need to get a quote?

BPC will also arrange quotes from accredited builders, but requests that you provide at least one quote from a builder of your choice in order to ensure the process is fair and equitable. Once we have received the quotes, we will proceed to make a decision about the reasonable amount payable to complete and/or rectify the accepted items.

Stage 3

Settlement stage

Will I receive money as settlement or will you pay a builder directly to rectify and/or complete my home?

Under the policy, BPC has the choice to either pay you the reasonable amount payable to complete and/or rectify the accepted items or to have the accepted items completed and/or rectified by paying a builder to complete or rectify the items for you.

In most cases, BPC will make payments to the builder we nominate to rectify and/or complete the accepted items. The option we select is based on the individual circumstances of the claim and you will be advised of the option we select at the time we make a decision about the reasonable amount payable to complete and/or rectify the accepted items.

Further questions?

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