

# Property Claims Emergency After-Hours Process

*Partnering with you to protect what matters*

Network Insurance House have partnered with Crawfords Loss Adjusters, Johns Lyng Group (JLG) Builders, and Ambrose Construct Group to assist our clients in managing property claims efficiently. The after-hours services provided by these organisations have been instrumental in helping our clients recover swiftly following a loss.

## Crawfords Loss Adjusters Capabilities

- ◆ 24/7 service
- ◆ After-hours emergency response
- ◆ Emergency make-safe
- ◆ Catastrophe response
- ◆ National reach

## Johns Lyng Group (JLG) and Ambrose Construct Builders Capabilities

- ◆ Glass replacement
- ◆ Restoration services
- ◆ Asbestos removal and tree removal
- ◆ Building repairs and emergency make safe
- ◆ National reach

## Property Damage Claims – Process Overview

1. Major loss (over \$30,000 or involving Business Interruption Claim):

- ◆ Contact Crawfords Loss Adjusters on Network's dedicated line: **1300 135 790**

2. Make-Safe & Minor Building Damage Only:

- ◆ Contact Johns Lyng Group (JLG) Builders: **1300 218 992**
- ◆ OR Ambrose Construct Group: **1300 213 072**

## Key Information to Provide When Calling

- ◆ Identify yourself as a Network Insurance House staff member or insured
- ◆ Provide the valid policy number, insured's details, loss location, nature of the claim, and any special instructions.

### Note:

- ◆ Crawfords or the nearest builder's branch will arrange necessary services such as make-safe actions, restorers, or temporary accommodation.
- ◆ For significant or sensitive events, an adjuster may attend the site after hours.

## Follow-Up Notification

After notifying Crawfords, JLG, or Ambrose Construct Group, there is no need to contact the Network Insurance House claims team separately. These partners will notify Network Insurance House directly regarding the claim, ensuring it is logged and tracked appropriately.

### Important:

The standard claim registration process with the insurer will be completed by the Network Insurance House Claims Team, as this step is not handled by the loss adjuster or builder.