

Notifying a claim

A simple guide for AAPI Members



Important information about your policy

The Insurance House combined medical malpractice and public liability cover is a claims made and notified policy. This means that you must notify Insurance House of any claim or circumstance that could give rise to a claim immediately so that Insurance House can advise the insurer accordingly. Even if the circumstances do not result in a claim, the insurer must be notified during the period of insurance.

[More about 'Claims Made' cover.](#)

Medical Malpractice and Professional Indemnity are claims made policies - which means you are covered by your insurance cover in place at the time you first become aware of a potential claim or circumstance that may give rise to a claim down the track. If you let your cover lapse or fail to advise your insurer appropriately and a claim comes in later, your policy may not respond or support you with advice or legal assistance.

As an example, you deliver a service on 15 April. Your insurance cover comes up for a renewal on 30 April and you decide not to renew. On 7 May, the client you treated on 15 April makes a complaint or claim of damages against you - you may have no cover, even though you had a policy at the time you provided the service.

Notify Insurance House in 2 simple steps

Choose to contact the Customer Support team in the first instance

By phone: 1300 659 626

By email: customersupport@ihgroup.com.au

Choose to download and complete a claim form

Print a copy of the claim form available from the Insurance House page of the AAPI website and return it to Insurance House via email at customersupport@ihgroup.com.au. A team member will confirm receipt of your claim form via return email.