Claim form

Expatriate/Inpatriate Medical Expenses

At Liberty, we're here to support you throughout the claims process. We're committed to handling your claim with efficiency, honesty and fairness.

About this claim form

- To avoid delays with your claim, it's important that you provide answers to all the questions, including any additional documentation requested.
- Itemise each expense and attach/scan your relevant invoices, receipts and prescriptions before submitting your claim.
- Please ensure you keep copies of all documentation.
- Neither the issue of this form nor its completion is to be deemed a provision of indemnity or an admission of liability.

Ready to submit your claim form?

If so, please double check that you have followed all of the instructions, then send the completed claim form to ClaimsAusAH@libertymutual.com

You can fill out the form either electronically or by hand and if you have any questions regarding the completion of this claim form, please contact us on +61 2 9959 4307.

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Liberty
c/- GPO Box 4276, Sydney NSW 2001

T: +61 2 9959 4307
F: +61 2 9959 4308
E: ClaimsAusAH@libertymutual.com

Claim form

1. POLICY HOLDER

Employer/company

Policy number

Last name | First name | Middle name initial

Nationality | Male ☐ Female ☐ | Date of birth

Address

Suburb | Country | State | Postcode

Mobile | Telephone (work)

Do you consent to us communicating with you by email? Yes ☐ No ☐

Email

Have you been granted permanent residency in Australia? Yes ☐ No ☐

If yes, what date was this granted?

Medicare eligibility Eligible ☐ Not eligible ☐

2. CLAIM DETAILS

Treatment date	Description of injury/illness	Treatment	Name/ relationship	Date of birth	Currency	Claimed amount
e.g. 31/1/2025	Broken Leg	Consultation	Julie/daughter	29/1/1998	US$	$100
					Total	0.00

Are these costs incurred in your home country? Yes ☐ No ☐

If so, please provide us with the travel dates of each family member to and from your home country:

If you are a citizen or resident of the United States, are you eligible for US Medicare benefits? Yes ☐ No ☐

Liberty means Liberty Mutual Insurance Company, Australia Branch (ABN 61 086 083 605) incorporated in Massachusetts, USA (the liability of members is limited). Claims are managed by Gallagher Bassett Accident & Health Pty Ltd (AR No. 001294637) as Authorised Representative of Gallagher Bassett Services Pty Ltd (AFSL No. 530867).

Claim form

3. BANK DETAILS

Bank name		Bank address	
BSB (Branch)	☐☐☐ ☐☐☐	Account no	☐☐☐☐☐☐☐☐☐
Account holder's name		Swift code	
IBAN number		Currency	

4. MEDICAL AUTHORITY AND DECLARATION

I consent to Liberty and their representatives using my personal information, health and other sensitive information and sharing it with their affiliated companies, service providers, insurance intermediaries, insurers, reinsurers, investigators, claims assessors, and other relevant third parties, only to the extent required for processing and handling my claim including assessment of eligibility and the provision of policy benefits, risk assessment, policy administration, and other insurance and related business purposes described in Liberty's privacy policy. I understand there may be circumstances in which I shall be contacted if my further consent is required to collect, use or disclose my personal information.

I authorise each person or entity including my service provider, healthcare provider, public authority, employer, witness, agent, next of kin, and another third party, to provide to Liberty and their representatives such information about me as may be requested in connection with my claim.

I appoint Liberty to do such act/s and execute such document/s on my behalf as is necessary or expedient to give effect to the consent and authorisation given by me in this form.

This consent, authorisation and appointment will remain in effect until completion of the relevant purpose or until altered or revoked (in whole or in part) by me, which I am free to do at any time by notice. However, I understand that without the consent, authorisation and appointment, Liberty's ability to provide services to me may be limited.

I confirm that any information provided by me is true, correct, complete and not misleading, and if I provide information about others, I will only do so with their knowledge and consent.

I understand that unless expressly otherwise stated in writing, neither Liberty or their representatives make any representation, accept any liability or claim or waive any right or defence.

By signing below, I give effect to the declarations, consent, authorisation and appointment set out in this form.

Signature of claimant	Date
Name of claimant	

Claim form

Privacy Notice

Liberty Mutual Insurance Company, Australia Branch (ABN 61 086 083 605) incorporated in Massachusetts, USA (the liability of members is limited) (**Liberty, we, our**) is part of the Liberty Mutual Group headquartered in the United States.

Liberty Australia's head office contact details are:
Mailing address: The Privacy Officer, Liberty Mutual Insurance Company, Australia Branch, Level 38, Governor Phillip Tower, 1 Farrer Place, Sydney NSW 2000
Phone: +61 2 8298 5800

Liberty is bound by the Privacy Act 1988 (Cth) and the Australian Privacy Principles when it collects and handles your personal and sensitive information.

We collect personal and sensitive information to provide insurance and related products and services. This may include information relating to your identity, personal circumstances, employment, health, personal or professional risk information, insurance requirements and similar information collected from you, the insured, policyholder, insurance broker or another intermediary. Liberty will use your information for activities such as identity check, underwriting, claims management, eligibility assessment, provision of policy benefits, risk assessment, policy administration, reserving, settlement, business analysis, information management and automation, and other insurance and related business purposes.

If you provide Liberty with your sensitive information for insurance purposes or if you instruct a third party to do so, you consent that Liberty may handle your sensitive information as is necessary for these activities. You may withdraw your consent at any time. If we do not obtain the required information, we may be unable to provide appropriate cover or service.

If you provide Liberty with personal or sensitive information about another individual, you must ensure they are aware of this notice and have consented to the disclosure. If you have not done so, please inform Liberty before sharing their information.

Your personal information may be disclosed where it is lawful, necessary and proportionate to do so, to Liberty's affiliated companies, our service providers, brokers and other insurance intermediaries, insurers, underwriters, reinsurers, investigators, claims assessors, loss adjusters, legal and professional advisors, parties to a claim, health service providers, witnesses, policyholder, beneficiaries, public authorities, and other relevant third parties. Some recipients may be located overseas in Canada, China, European Union, Hong Kong, India, Malaysia, Singapore, United Kingdom, and the United States. We take reasonable steps such as binding the recipient to appropriate contractual terms to ensure that your personal information remains protected in these countries.

We rely on enterprise technologies including artificial intelligence for various tasks including data extraction, summarisation, analysis, process automation and others. However, decisions based on your personal information that affect you are made by our staff and not by automated means.

You may access or seek correction of your personal information, make a privacy complaint, or raise any queries by contacting Liberty's Privacy Officer: privacy.officer.ap@libertymutual.com.

For more information, please visit our Privacy Policy.

Please see below the details of our claims service provider:
Company name: Gallagher Bassett Accident & Health Pty Ltd (Company)
Email: privacy@gbtpa.com.au Telephone: 1300 975 609 Mail: GPO Box 4276, Sydney NSW 2001
Privacy policy: https://www.gallagherbassett.com/au/global-privacy-notice/

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