




Liberty is here for you.  
**Today. Tomorrow.  
Together.**

For more information, please visit:  
[libertyinternational.com/au](https://libertyinternational.com/au)

 [Find an Accident & Health team member in Australia](#)

 [Office locations](#)

 [Connect with Liberty](#)

Protecting people  
and their companies  
at home and abroad

# Accident & Health insurance

## How to make a claim

Liberty claims are managed by our third party administrators, Corporate Services Network (CSN). If you need to make a Liberty claim, you can download and complete the relevant claim form using the links below:

[Corporate Travel](#)

[Group Personal  
Accident & Sickness](#)

[Expatriate/Inpatriate](#)

## Claim submission steps



### Corporate Travel

01

Complete all relevant sections of the claim form and sign the "Medical Authority and Declaration" section

02

Each section of the claim form explains the information required to be submitted

03

Ensure you provide evidence of, or declare, any other compensation being received from service providers as part of this claim



### Group Personal Accident & Sickness

01

Complete all relevant sections of the claim form and sign the "Medical Authority and Declaration" section

02

Your employer completes the section requesting details of your employment and will attach any supporting payroll information

03

Your doctor completes and provides the "Medical Practitioners Statement" section of the claim form

04

Lodge your claim and remember to include all supporting documentation, such as medical reports, test results, imaging reports, and medical certificates.

05

If there's a related Workers Compensation claim or another insurer involved, ensure you provide their details and we will contact them for more information



### Expatriate/Inpatriate

01

Complete all sections of the claim form, and sign the "Medical Authority and Declaration" section

02


Attach invoices and receipts for medical treatment being claimed, along with any supporting medical reports




The completed claim form and all supporting information can be lodged with CSN via email, post or efax:

 [ahclaims.au@libertymutual.com](mailto:ahclaims.au@libertymutual.com)

 **Liberty**  
c/- Corporate Services Network  
GPO Box 4276 Sydney NSW 2001

 To make an enquiry or request a claim form please call +61 2 8256 1770

 +61 2 8256 1775

When CSN receive your completed claim form, you'll receive a confirmation email containing your claim number and their contact details.

### For further information please contact:



**Robyn Hassell**  
Claims Manager, Accident & Health  
**T** +61 2 8298 5864  
**M** 0419 247 642  
**E** [robyn.hassell@libertymutual.com](mailto:robyn.hassell@libertymutual.com)



**John Vu**  
Senior Claims Outsourcing Specialist  
**T** 02 8047 3346  
**E** [john.vu@libertymutual.com](mailto:john.vu@libertymutual.com)



**Thuy Vu**  
Assistant Vice President and Claims Manager  
Retail & Outsourcing, Asia Pacific  
**T** 02 8047 3337  
**E** [thuy.vu@libertymutual.com](mailto:thuy.vu@libertymutual.com)

We're part of the global Liberty Mutual Group, a Fortune 100 company that's been in business since 1912 with a Standard and Poor's 'A' rating

### Global reach. Financial strength. Local authority.

Distinct, complex and constantly evolving – every business is as unique as their insurance needs. To confidently progress in the face of risk and uncertainty requires a level of security you can only achieve through working with specialists.

Liberty offers a breadth of world-class insurance and reinsurance services to brokers and insured clients. We bring value and solutions to business and government organisations across Australia – helping protect what they earn, build and own.