

## **SPORTS INJURY CLAIMS PROCEDURE**

1. When injured, report your injury to your Affiliate immediately
2. Contact Sportscover within 30 days of the incident via:
  - TFA website [www.austouch.com.au](http://www.austouch.com.au)
  - OR
  - Email Sportscover at [asiapac.claims@sportscover.com](mailto:asiapac.claims@sportscover.com)
  - OR
  - Phone Sportscover on 1300 134 956
3. Sportscover will lodge your claim online and send you links and any additional requirements by email or post.
4. When treatment is complete please forward all Account to Sportscover and also keep copies for yourself.

Claims Department  
Sportscover Australia Pty Ltd  
Locked Bag 6003  
Wheelers Hill, Victoria 3150

## **PUBLIC LIABILITY CLAIMS PROCEDURE**

**Any incident that may give rise to a claim under any contract of Public Liability Insurance should always be referred directly to Sportscover at the earliest possible opportunity.**

1. Report the incident to the “on duty official”
  
2. Report the incident to Sportscover via :
  - a. TFA website [www.austouch.com.au](http://www.austouch.com.au)  
OR
  - b. Email Sportscover at [asiapac.claims@sportscover.com](mailto:asiapac.claims@sportscover.com)  
OR
  - c. Phone Sportscover on 1300 134 956
  
3. Sportscover will issue a claim form to the claimant. Further correspondence with the claimant will be handled by Sportscover.

### **IMPORTANT**

- **At no time should any representative of the Club/Affiliate admit any liability whatsoever for the incident.**
  
- **A detailed report should be made of the incident and reported to the relevant affiliate, officer or official.**
  
- **Ensure Witness names and addresses are included in the claim details.**