

FREQUENTLY ASKED QUESTIONS

When will your products become available?

We are excited to commence trading on the SCTP Domestic panel from 16 December 2019.

How are Hollard Personal Insurance and Hollard Commercial insurance (HCi) related?

We are all part of The Hollard Australia Group. We have separate teams to provide our valued customers with expertise in the different products we offer.

What products are you offering?

We will offer the following personal insurance products:

Home Building and Contents – Accidental Damage
Home Building and Contents – Listed Events Base
Home Building and Contents – Listed Events
Landlords – Accidental Damage
Landlords – Listed Events
Motor Vehicle

Our Product Disclosure Statements will be available on www.hollardinsurance.com.au from 16 December 2019.

How do I get in touch with you?

From 16 December 2019, you can call us on **1300 020 287**. We're available 8:30am to 5pm Monday to Friday (Australian Eastern Time) for all broker support, underwriting queries and existing claims, and 24/7 for afterhours emergencies.

Or send us an e-mail:

General support and enquiries: connect@hollardinsurance.com.au

Underwriting: underwriting@hollardinsurance.com.au

Claims: claims@hollardinsurance.com.au

How do I lodge a claim?

Our Claims team can be contacted Monday – Friday between 8:30am to 5pm on **1300 020 287**, or you can access our claim forms online at www.hollardinsurance.com.au. For afterhours emergencies please call the same number and select 9.

How do I get access to Hollard Personal Insurance products?

Our Personal Insurance products are distributed through Steadfast brokers via the SCTP Domestic panel on the SCTP platform.

If you have already completed a broker application form with Hollard Commercial Insurance (HCi) on SCTP, you will automatically get access. If you don't currently transact business with HCi please contact Steadfast. They will initiate the process to set up access for you. Our [Terms of Trade](#) will apply.

Do you offer instalment billing?

Not at the moment. We plan to make this available in the coming months.

If you have any other questions please email us on connect@hollardinsurance.com.au