

# MAKESAFE Home Help Guide



Being familiar with NRMA's **MakeSafe** steps will help you in the first few minutes after an event, saving you time, money, and stress.

## Get safe

- 1 Identify the cause and make sure everyone is safe
- 2 Ring **000** in case of emergency
- 3 Contact the SES **132 500** if there is an ongoing hazard

## Get secure

- 1 Identify the damage and ongoing risk. Avoid if unsafe
- 2 Shut off affected utilities if safe e.g. water, power, gas
- 3 Secure the area to prevent further loss or damage

## Get help

- 1 Call us 24/7 on **131 123** to find out how we can help
- 2 Arrange for an **NRMA MakeSafe** to secure your property
- 3 Talk to us about ongoing help e.g. accommodation

Keep handy in case of emergency

131 123

## Benefits of Home Insurance

NRMA Home Buildings Insurance covers you in 3 major ways:  
It covers you for **loss or damage** to your property;  
It covers **liability in your home** should someone claim against you;  
It covers **temporary accommodation** if your home is unliveable.

131 123

nrma.com.au

in branch



## What caused the damage?

- Storm
- Flood
- Fire
- Lightning
- Water leaks
- Impact damage
- Earthquake
- Explosion
- Theft
- Vandalism
- Malicious act
- Riots

### Additional cover you may have selected:

- Accidental damage
- Motor fusion
- Pet protection

## What was lost or damaged?

- | Domestic property                        | Built in elements                             | External features                           |
|--|---|---|
| <input type="checkbox"/> Roof            | <input type="checkbox"/> Bathroom fittings    | <input type="checkbox"/> In ground pools    |
| <input type="checkbox"/> Walls           | <input type="checkbox"/> Kitchen fittings     | <input type="checkbox"/> Gates, fences      |
| <input type="checkbox"/> Floors          | <input type="checkbox"/> Floating floorboards | <input type="checkbox"/> Freestanding walls |
| <input type="checkbox"/> Doors & windows |   |   |

If you have any loss or damage to your **contents**, please refer to the **MakeSafe Contents** Help Guide.

## Some things we don't cover

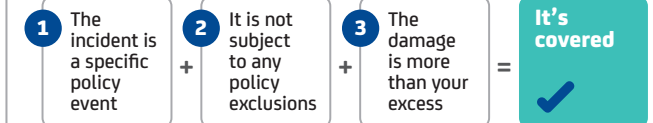
- \* Previous damage
- \* Poor maintenance
- \* Faulty workmanship
- \* Leaking showers
- \* Vermin & insects
- \* Chemical damage

## Damage details

We will need you to describe the type of damage & cause.  
We will also need to understand how serious the damage is.

- Is your property secure?
- Is your property safe from structural damage or contamination?
- Is your property liveable or is an extended loss of power, water, or gas likely?

## Is the incident covered?



If 1, 2 and 3 apply to the incident, it will be covered.  
An excess will apply to each claim.

## Liability cover

We provide up to \$20 million liability cover in certain circumstances if you happen to injure someone or damage their property.  
Find out more in your PDS online or call 131 123.

<b>\$20M Liability</b>	<b>Home Building insurance</b> covers you for incidents in your home	
<b>\$20M Liability</b>	<b>Contents Insurance</b> covers you for incidents outside your home	

This document is intended as a guide to assist in gathering information and in making a claim. The PDS provides further details in relation to your coverage. Insurance Australia Limited ABN 11 000 016 722 AFS Licence No. 227681 trading as NRMA Insurance.

nrma.com.au/claims

Please ensure your home is properly maintained