

MAKESAFE Contents 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 any ongoing risk
- 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 Summarise what has been lost, stolen or damaged
- 2 For a non urgent theft call the Police on **131 444**
- 3 Call us 24/7 on **131 123** to find out how we can help

Benefits for renters and strata

If you're renting or own a property under strata title, NRMA Contents Insurance provides you with liability cover both inside and outside your home. It also provides assistance with temporary accommodation if your home becomes unlivable.

What caused the damage?

- | | | |
|------------------------------------|--|--|
| <input type="checkbox"/> Storm | <input type="checkbox"/> Water leaks | <input type="checkbox"/> Theft |
| <input type="checkbox"/> Flood | <input type="checkbox"/> Impact damage | <input type="checkbox"/> Vandalism |
| <input type="checkbox"/> Fire | <input type="checkbox"/> Earthquake | <input type="checkbox"/> Malicious act |
| <input type="checkbox"/> Lightning | <input type="checkbox"/> Explosion | <input type="checkbox"/> Riots |

Additional cover you may have selected:

- | | | |
|--|---------------------------------|---|
| <input type="checkbox"/> Accidental damage | <input type="checkbox"/> Fusion | <input type="checkbox"/> Pet protection |
|--|---------------------------------|---|

What was lost or damaged?

- | General Contents | Listed Valuables | Listed Portables |
|--|---|--|
| <input type="checkbox"/> Furniture/furnishings | <input type="checkbox"/> Works of art | <input type="checkbox"/> Computers |
| <input type="checkbox"/> Carpet/rugs | <input type="checkbox"/> Music, games, movies | <input type="checkbox"/> Tablets |
| <input type="checkbox"/> Electrical | <input type="checkbox"/> Collections | <input type="checkbox"/> Phones |
| <input type="checkbox"/> Clothes/shoes | <input type="checkbox"/> Jewellery/watches | <input type="checkbox"/> Musical equipment |
| <input type="checkbox"/> Bedding/Manchester | | |
| <input type="checkbox"/> Toys/sport goods | | |
| <input type="checkbox"/> Tools/gardening | | |

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

Some things we don't cover

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

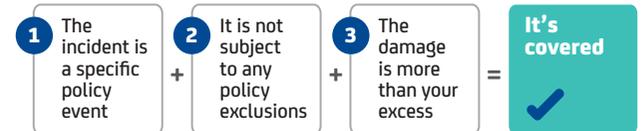
📞 131 123

💻 nrma.com.au

👤 in branch



Is the incident covered?



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

Making a claim

List any stolen or damaged contents, including when, where and how the event occurred.

- We may ask you for **proof of ownership** and value of an item.
- Any theft, vandalism or malicious act, should be reported to the Police. We may require the incident report number they give you.

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.

\$20M Liability

Contents Insurance covers you for incidents outside your home



\$20M Liability

Home Building insurance covers you for incidents in 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.

👤 Keep handy in case of emergency

📞 131 123

💻 nrma.com.au/claims

📱 Are you fully insured? Visit nrma.com.au/app/contents-calculator