

**HOCKEY VICTORIA  
SPORTS INSURANCE FOR 2010-2011**

**ACCIDENT CLAIMS PROCEDURE**

**1. What the Club should do when an injury occurs:**

- Step (1)      **As soon as possible after the accident ensure the injury has been reported on the score sheet and/or in the injury "Report Book".**
- Step (2)      **Advise the player to log on to:**
- [www.insuresoft.com.au/hockeyvic](http://www.insuresoft.com.au/hockeyvic)
- to register the claim.**

**2. What the player should do when an injury occurs:**

- Step (1)      **Report the Injury. (as above)**
- Step (2)      **Log on to [www.insuresoft.com.au/hockeyvic](http://www.insuresoft.com.au/hockeyvic)**  
*Contact WWSI if you are unsure of your login details.*
- Step (3)      **Lodge your claim. (Within 90 days)**  
*Following the prompts*
- Step (4)      **Complete all treatment.**  
*Player should complete all prescribed treatment keeping all receipts of treatment received and paid for.*
- Step (5)      **Get the Medical Practitioner to fill in the statement.**  
*Player must obtain a referral from a Doctor (qualified Medical Practitioner or Surgeon) for Physiotherapy, Chiropractic or paramedical services.*
- Step (6)      **Claim from Medicare and your private Health Insurance.**  
*(if applicable)*

**3. To ensure a speedy processing of claim make sure all steps are followed.**

- 4. If assistance is required please contact Worldwide Sports Insurance on:**  
**Phone: 03 9862 6500 or**  
**Email: [jtoscano@wwsi.com.au](mailto:jtoscano@wwsi.com.au)**

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**PUBLIC LIABILITY CLAIMS PROCEDURE**

Any incident which 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.

**STEPS TO FOLLOW**

1. Report the incident to the senior on duty official
2. Ring Sportscover on the numbers listed on the previous page and report the incident
3. Complete the report section of the claim form for the claimant

**Sportscover will issue a claim form to the claimant.**

**All further correspondence with the claimant will be handled directly by the insurer**

**IMPORTANT**

- *A detailed report be made of the incident and reported to the relevant club/association officer or official.*
- *At no time should the club/association or any representative of the club/association admit any liability what so ever for the incident.*
- *Ensure Witness names and Addresses are included in the claim details.*