

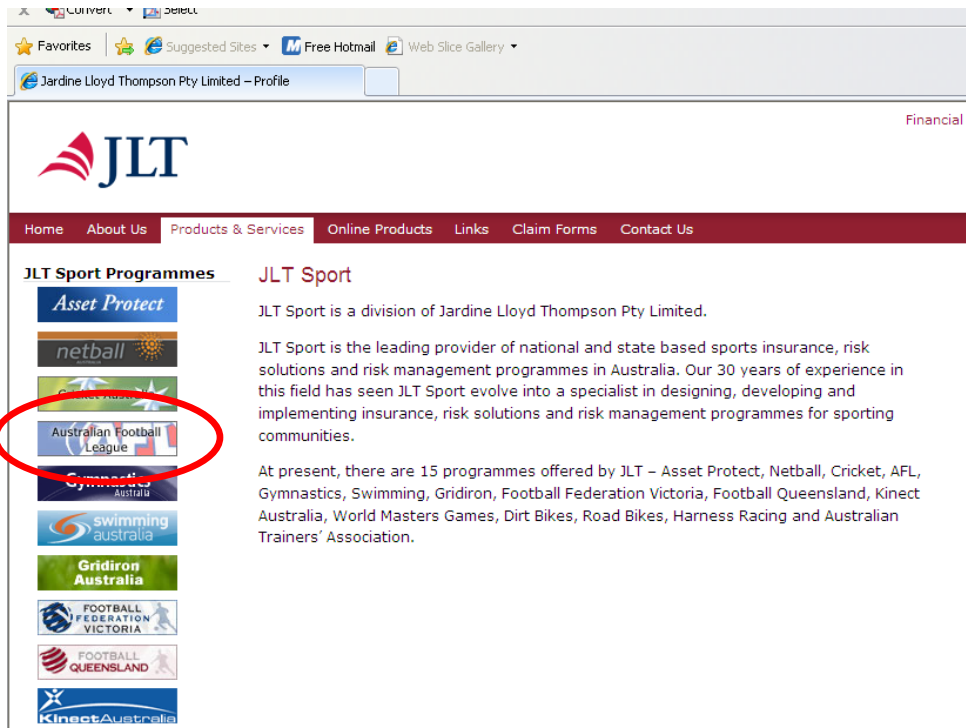


# Quick Guide to Lodging an Insurance Claim

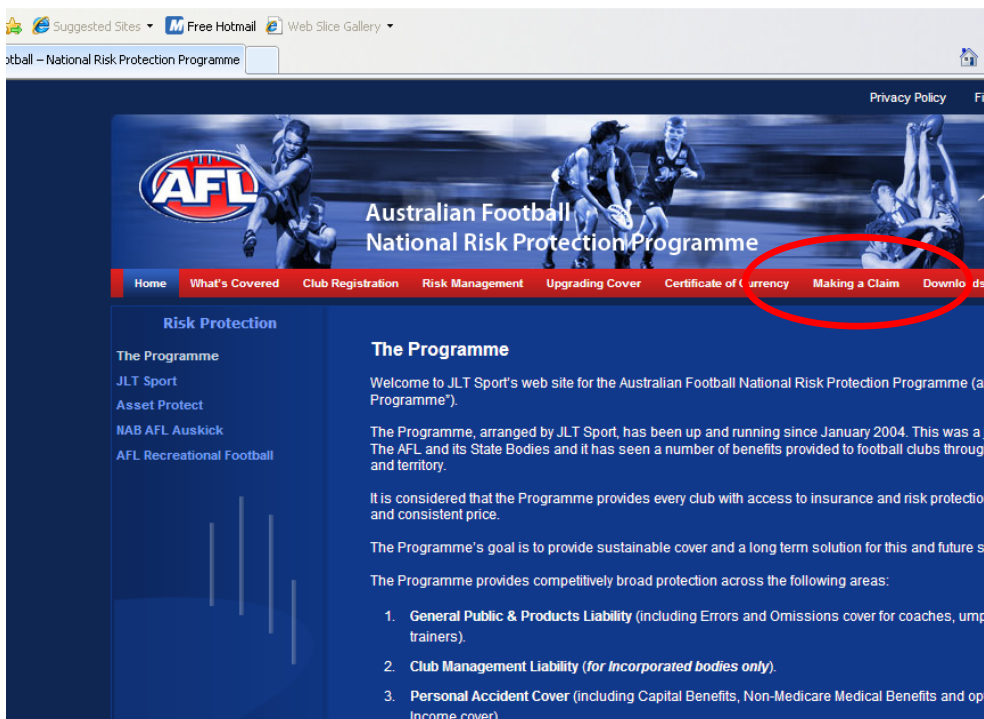
This manual outlines the simple 7-step process to lodging an insurance claim for an injured player, as well as providing additional information and contacts which may be useful.

# Quick Guide to Lodging an Insurance Claim

1. Go to [www.jltsport.com.au](http://www.jltsport.com.au)



2. Click the AFL Logo on the left hand side of the screen (as above).



- Using the navigation bar at the top of the screen, select 'Making a Claim' (as above).

**Personal Injury Claims**

**How to make a personal injury claim?**

- Obtain a copy of JLT Sport's Personal Injury Claim Form.
  - Download – You will need to send the [claim form](#) to Echelon, with any medical account reimbursement;
  - Phone Echelon on 1800 640 009 who will post a copy to you.
- Complete all relevant sections of the Claim Form
- Send your completed form to Echelon within 180 days from the date of injury (earlier is preferred)
- Echelon will confirm receipt of your claim and/or make contact with you should they require further information.

- In section 1.a. of this screen you will notice a link to download the 'Claim Form', select this link and print the form (it is six pages long)

**JLT** 2009 AUSTRALIAN FOOTBALL NATIONAL RISK PROTECTION PROGRAMME **AFL**

**PERSONAL INJURY CLAIM FORM**

FOR INJURIES SUSTAINED BETWEEN 1<sup>ST</sup> JANUARY 2009 AND 1<sup>ST</sup> NOVEMBER 2009  
NON-MEDICARE MEDICAL AND LOSS OF INCOME CLAIMS ONLY

For Policy Wordings, Summary of Cover and other information relating to Personal Injury claims, please refer to:  
[www.jltsport.com.au/afl](http://www.jltsport.com.au/afl)

**Claims Enquiries:** 1800 640 009

Please send your completed claim form and attachments to:

Echelon Claims Services PO Box 7170, Hutt Street, SA 5000	OR	Fax: (08) 8235 6450
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**General Enquiries:** 1300 130 373

**HOW TO LODGE A PERSONAL INJURY CLAIM:**

Step 1: Access a *current* claim form via [www.jltsport.com.au/afl](http://www.jltsport.com.au/afl) or call Echelon on 1800 640 009

Step 2: Complete *all* relevant sections of the claim form.



- Your claim form may be returned if there is important information missing
- For assistance contact Echelon on 1800 640 009

Step 3: Send your claim form to Echelon *as soon as possible (within 180 days)* from the date of injury.

- If treatment of the injury is likely to continue beyond 180 days, please send through your claim form with any current receipts received and contact Echelon for further assistance.

5. Fill out the form as detailed below



- Claim Form Section A ~ Personal Details, to be completed by the player/parent/guardian (Page 2).

	2009 AUSTRALIAN FOOTBALL NATIONAL RISK PROTECTION PROGRAMME	
<b>CLAIM FORM SECTION A:</b>		
<small>THIS SECTION MUST BE COMPLETED IN FULL BY THE CLAIMANT OR A LEGAL GUARDIAN IF THE CLAIMANT IS UNDER 18 YEARS OF AGE.</small>		
<small>FOR INJURIES SUSTAINED BETWEEN 1<sup>ST</sup> JANUARY 2009 AND 1<sup>ST</sup> NOVEMBER 2009</small>		



- Claim Form Section B ~ Club/League Declaration, to be completed by the club if the player was injured playing club football or the league if the player was injured playing representative football (Page 3).

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<b>CLAIM FORM SECTION B:</b>		
<b>CLUB/LEAGUE DECLARATION</b>		
<small>THIS SECTION MUST BE COMPLETED IN FULL BY AN AUTHORISED CLUB OR LEAGUE REPRESENTATIVE</small>		

- Claim Form Section C ~ Loss of Income Benefits, please do not complete this section as it does not apply to junior players (Page 4).

	2009 AUSTRALIAN FOOTBALL NATIONAL RISK PROTECTION PROGRAMME	
<b>CLAIM FORM SECTION C:</b>		
<b>LOSS OF INCOME BENEFITS</b>		
<small>THIS SECTION MUST BE COMPLETED ONLY IF YOU ARE CLAIMING LOSS OF INCOME BENEFITS.</small>		
<small>LOSS OF INCOME IS AN OPTIONAL COVER. PLEASE CHECK WITH YOUR CLUB PRIOR TO COMPLETING THIS SECTION TO ENSURE YOU ARE COVERED FOR LOSS OF INCOME BENEFITS.</small>		

- Claim form Section D ~ Physician's Report, to be completed by the main doctor, specialist, GP, physiotherapist, dentist etc, that treated the injured player. Please disregard the 'Incapacity to Work Statement' section at the bottom of this section as this is only applicable if claiming loss of income (Page 5-6).

	2009 AUSTRALIAN FOOTBALL NATIONAL RISK PROTECTION PROGRAMME	
<b>CLAIM FORM SECTION D:</b>		
<b>PHYSICIAN'S REPORT</b>		
<small>THIS SECTION MUST BE COMPLETED IN FULL BY YOUR TREATING PHYSICIAN.</small>		

6. Once the form has been completed as above please send it with any necessary attachments using one of the below methods:

**Post**

Echelon Claim Services  
PO Box 7170  
Hutt Street SA 5000

**Fax**

(08) 8235 6450

7. You will receive a letter back from the insurance company which will state that your claim form has been received and will also inform you of your claim number. Please keep a record of this claim number as it may be used throughout the claim process.

**Additional Information**

- JLT Sport's insurance only covers medical expenses that are **not** covered by Medicare.
- A doctor's certificate will be required to prove that ongoing treatment by a physiotherapist is required for more than five visits.
- You have 12 months from the date of injury to make an insurance claim.
- For more information visit the 'What's Covered' section of the JLT Sport website on the following link:  
<http://www.jltsport.com.au/AFL/coverage.aspx>
- This manual will be published on the AFL Brisbane Juniors website ([www.aflbj.com](http://www.aflbj.com)) in the 'Club Support' section under the 'Insurance' heading in 2010.

**Important Contact**

If you are unsure of anything regarding insurance please contact David Heilbron from AFL Queensland.

*David Heilbron*

Ph: (07) 3394 2433

Fax: (07) 3394 4977

Email: [dheilbron@aflq.com.au](mailto:dheilbron@aflq.com.au)