



**INTERNAL USE ONLY**

Internal dispute manager			
Name of person sending form			
Name and address of complainant			
Contact name			
Phone Number		Fax Number	
Email Address			
Policy number/claim number			

Please complete the appropriate areas with regards to your complaint. If these areas do not suit, then please complete the area titled "Other issues to be resolved".

**CLAIMS RELATED ISSUES**

If your complaint is relating to the declinature of your claim please answer the following:

1a. Did you understand the points raised in ASR's letter declining acceptance of your claim? If No, please explain:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1b. Why do you think your claim should be paid? Please be specific by using reference to sections in the policy wording that you feel provides cover for your claim:		

## CLAIMS RELATED ISSUES

1c. Do you have any other supporting information or evidence of the loss that ASR has not been informed of yet, which may alter our decision? Please be specific:

Yes  No

**If your complaint is relating to the settlement amount offered, please answer the following:**

2. Do you understand how the settlement offer has been calculated in accordance with the policy wording? If No, please explain:

Yes  No

**If your complaint is relating to the service provided for repairs made to your property, please answer the following:**

3. Please explain what part of the service you are dissatisfied with? Please be specific, providing evidence supporting your dissatisfaction, such as photos, building / engineer's reports etc:

4. What do you feel could be done to reasonably settle this issue? Please be specific:

## SERVICE RELATED ISSUES

Are there any issues relating to the service you have received from ASR that you would like to raise? Please be specific:

**OTHER ISSUES TO BE RESOLVED**

If your complaint does not fall within one of the areas listed above, please provide an explanation of your complaint in the space provided below:


What do you feel could be done to reasonably settle this issue? Please be specific:


**SIGNATURE**

Signed by		Please print your name	Dated
			/ /