

# Making a Claim

Australian Football National Risk Protection Programme



## Personal Accident | Non-Medicare Medical Claims

**Step 1** – Access a current claim form from the JLT Sport website or alternatively contact JLT Sport directly on 1300 130 373

**Step 2** – Complete all relevant sections of the claim form

**Step 3** – Send your claim form to Echelon\* as soon as possible (**must be within 180 days of the date of injury**)

**Step 4** – Echelon will confirm receipt of your claim or make contact with you should they require more information

### Important Information

- Send **ONLY** original receipts (unless retained by your Private Health Fund) and keep a copy for yourself
- Claim on your Private Health Insurance **FIRST** (if you have Private Health Cover) and send their Statement of Payment in with your claim form
- The Health Insurance Act (Cth) 1973 does not permit reimbursement of any costs associated with Medicare (including the Medicare Gap)
- All treatment must be certified as 'necessary' by your treating physician
- Do not wait for all treatments to be completed before sending your claim form. Treatments may continue even after you have submitted your claim form

## Personal Accident | Loss of Income Claims

**Complete Steps 1-4 as detailed above**

### Important Information

- Claim forms must be lodged within 180 days from the date of your injury/accident
- A 14 or 49 day waiting period applies (as per the cover purchased) which means you must be off work for at least this period of time before any payments can be made.
- You must be in permanent or regular casual employment at the time of your injury
- Your loss of income claims must be covered by a Medical Certificate for each period away from work

## Personal Accident | Capital Benefit Claims

If you would like to make a claim against the Capital Benefit section of the Personal Accident policy, please notify JLT Sport in writing. This type of claim relates to permanent or partial disabilities received as a result of a football related injury. It is likely that you will still need to complete a claim form at some stage.

## General Liability, Errors & Omissions and Club Management Liability

If an incident occurs that could lead to a liability claim, you must notify JLT Sport in writing immediately. It is extremely important that if an incident occurs, club officials/administrators do not admit liability or discuss the matter with any third party. JLT Sport Claims staff will make contact with you to discuss the next step in the process.

*\*Echelon Australia Pty Ltd (Echelon) is a wholly owned subsidiary of Jardine Lloyd Thompson Pty Ltd. Echelon is the appointed claims manager for all Personal Accident claims on behalf of the Insurer and the Trustee.*

*Quick lodgement and a fully completed claim form  
will ensure speedy payment of your claim*

**[www.jltsport.com.au/afl](http://www.jltsport.com.au/afl)**

