Credeq
Securing possibilities

CONSTRUCTION WARRANTY INSURANCE

Claims Process

We're here to make your claim experience as simple, fair and transparent as possible.

3 SIMPLE STEPS

1 LODGING YOUR CLAIM

Tell us about your issue and provide the information we need to get started.

- Download the claim form from our website.
- Complete the form and provide supporting documents and details.
- Send your completed form and documents to us.

OUTCOME We will acknowledge your claim and confirm receipt.

2 WE ASSESS YOUR CLAIM

We review your claim carefully and may gather more information to understand your situation.

- Confirm eligibility under your policy.
- Review your documents and information.
- Arrange an independent inspection if required.
- Keep you informed throughout the process.

OUTCOME We will advise you of our decision in writing, within 90 days.

3 OUTCOME & SETTLEMENT

If your claim is accepted, we'll work with you to finalise the settlement.

- We explain what is covered and the settlement amount or scope of works.
- Settlement may be a payment or rectification through approved contractors.
- We confirm next steps and close your claim once completed.

OUTCOME Your claim is finalised.

KEEPING YOU INFORMED

We understand that waiting for a claim decision can be stressful. You can count on us to:

- Acknowledge your claim promptly.
- Keep you informed of progress.
- Let you know if we need more information.
- Provide our decision in writing.
- Answer any questions you may have.

NEED ASSISTANCE?

Our Claims Team is here to help.
Get in touch with us:

1800 273 337
Press 1 for Claims
Mon–Fri, 8:30am–5:00pm AEST

cwi.claims@credeq.com

credeq.com/au

Securing your build. | Protecting your future. | Securing possibilities.