Insurance Council of Australia

What do I need to provide to make a Business Interruption claim?

Business Interruption policyholders can lodge a claim at any time and insurers are committed to assessing these claims efficiently once final determinations are made in the test cases.

Insurers have worked together to collate the list set out below to assist BI policyholders when making a claim in respect of COVID-19 related losses. This list provides a general outline of the documents and information required to submit a BI claim.

As each claim is different insurers may also require additional information, depending on such factors as the period of time that a business has been impacted, the nature of the business and the type of loss suffered.

In managing BI claims arising from COVID-19 insurers will need to consider the terms of the relevant policy and the basis upon which the relevant policyholder claims its business has been affected by COVID-19. However, insurers agree to consider the extent to which claims below a certain value or claims of a certain type, might be able to be fast-tracked. This may include claims by vulnerable customers to address particular circumstances relating to their BI claim. Where a fast-track process is appropriate it is envisaged that insurers will quickly proceed to both an assessment of a particular claim (once the standard documents and information required to submit a BI claim have been provided to the insurer) and a decision about the claim. Further clarification as to whether and how a claim can be fast-tracked will be provided by each insurer.

Documents required

- **Historical BAS Lodgements** for years: 2019, 2020 and 2021 (if available).

- **Historical Financial Year Profit and Loss Statements** including detailed trading account summary for years: 2018, 2019, 2020 and 2021 (if available).

- If available **Historical Quarterly Profit and Loss Statements** for the following years: 2019, 2020 and 2021 (if available).

- If available **Historical Monthly Profit and Loss Statements** for the following years: 2019, 2020 and 2021 (if available).

- If necessary and available **Historical weekly trading figures**.

- **Summaries of Job Keeper** payments and any **other payroll benefits received from State or Government Authorities** in connection with COVID-19 support.

- Details of **any other Federal or State COVID-19 support grants** received including:

  ◦ Name of grant

  ◦ Criteria for obtaining grant

  ◦ Value of the grant

  ◦ Date each grant payment received if not shown in Profit and Loss Statements.

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- Copy of any **correspondence between the Insured/Landlord regarding the waiver, deferment or abatement of any rent** during the interruption period.

- **Details of an Increased Cost of Working** that have been incurred to reduce the loss of turnover suffered by the business or to maintain normal operations, which may be recoverable.

  ◦ Additional costs typically include advertising, overtime, rent, cleaning and machinery hire costs.

  ◦ Any claim should include details of the nature and the reason for the increased expenditure, including a copy of the invoice(s) relating to the expenditure.

- **Franchise Agreement** (if applicable)

- **Lease Agreement** (if applicable)

Information required

- Provide **location and details of any localised COVID-19 outbreaks**.

- Provide details of your **business' normal daily/weekly trading hours**.

- Provide **details of whether your business was ordered to close** or to alter its operations by a Government Authority, Health Department or Local Council due to COVID-19 or as a result of having COVID-19 diagnosed at the insured premises. If so, please provide:

  ◦ a copy of letter/email from the relevant Government Authority and dates of actual closure of business.

- Provide **details of whether your business was able to operate**, even in a reduced capacity, during periods of COVID-19 lockdown, for example by adopting a web-based sales platform or by operating as take away only. If so, please provide:

  ◦ dates when such restricted trading activities were possible.