

# How to apply for Drought Care excess relief



1

- You must be a current Insurance House client
- You must have a new claim with a date of loss between January 1 – December 31, 2019
- The claim is for any policy other than a Crop or Multi-Peril policy

Contact your Insurance House Broker or the Insurance House Claims Team on 1300 305 834

2

3

Send Insurance House the following as confirmation you receive the Farm Household Allowance:

- Your CRN (9 Letters plus digit at the end)
- FHA Approval Letter
- Copy/Screen shot of your most recent FHA payment obtained from your MyGov account

Insurance House will lodge the claim to your insurer on your behalf

4

5

Upon acceptance of your claim and a request for the excess by your insurer, Insurance House will either:

- pay your full excess up front up to the amount of \$5,000.
- arrange payment of your excess (up to the maximum benefit of \$5,000) direct to the insurer/building contractor or repairer on your behalf.
- arrange excess to be reimbursed to you (up to the maximum benefit of \$5,000) in the event that the excess is deducted from a claim settlement.

Call 1300 305 834 toll free or email [droughtcare@ihgroup.com.au](mailto:droughtcare@ihgroup.com.au)