



# Client Dispute Form



## Privacy notice

Your personal information is protected by law, including the *Privacy Act 1988*. Your personal information may be collected by the Department of Veterans' Affairs (DVA) for the delivery of government programs for war veterans, members of the Australian Defence Force, members of the Australian Federal Police and their dependants.

[Read more: How DVA manages personal information](#)

### Your Details

<b>1. Surname</b>	<input type="text"/>				
<b>2. Given name(s)</b>	<input type="text"/>				
<b>3. Address</b>	<input type="text"/> <input type="text"/> <input type="text"/>				
<b>4. Telephone</b>	<table border="0"> <tr> <td>Business</td> <td>Private</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </table>	Business	Private	<input type="text"/>	<input type="text"/>
Business	Private				
<input type="text"/>	<input type="text"/>				
<b>5. Contact name</b> <i>(if there is a person acting on your behalf)</i>	<input type="text"/> <table border="0"> <tr> <td>Contact phone number</td> <td>E-mail address</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </table>	Contact phone number	E-mail address	<input type="text"/>	<input type="text"/>
Contact phone number	E-mail address				
<input type="text"/>	<input type="text"/>				
<b>6. Policy number</b>	<input type="text"/>				
<b>7. Claim number</b>	<input type="text"/>				
<b>8. Date of initial claim</b>	<input type="text"/>				

### Dispute Details

<b>9. Indicate what the dispute is regarding:</b>	<input type="checkbox"/> <b>1. Authorised Representatives</b> <input type="checkbox"/> <b>2. Employees</b> <input type="checkbox"/> <b>3. Buying Insurance</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> (a) Policies</li> <li><input type="checkbox"/> (b) Proposals/Applications for Insurance</li> <li><input type="checkbox"/> (c) Declined Cover/Renewals</li> <li><input type="checkbox"/> (d) Product Information</li> <li><input type="checkbox"/> (e) Australian Financial Services Licensees acting on behalf of DSHIS</li> <li><input type="checkbox"/> (f) Other</li> </ul> <input type="text"/>
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**9. Indicate what the dispute is regarding** *(continued..)*:

**4. Insurance Claims**

- (a) Documentation/Information
- (b) Processing (including delay/failure providing updates, responses, decisions)
- (c) Rejections
- (d) Investigators
- (e) Assessors/Adjusters
- (f) Collection Agents or External Claims Managers
- (g) Financial Hardship - DSHIS Customers
- (h) Financial Hardship - Third Party Recoveries
- (i) Repair workmanship and materials
- (j) Other

**5. Responding to Catastrophes and Disasters**

- (a) Response to Catastrophes and Disasters
- (b) Property claims finalised within one month of a catastrophe or disasters

**6. Other relating to code**

**Further Information**


**Please return this completed application to:**

Defence Service Homes Insurance Scheme  
GPO Box 9998  
Brisbane QLD 4001