



Australian Government

Comcover

Comcover

Motor Vehicle Claim Report

Section A

Fund Member Name

Ministerial & Parliamentary Services

**Fund
Member
Details**
Details of person within Fund Member to contact concerning the claim:

Name

Libby Coker

Business Address

195 Colac Road Waurin Ponds

Telephone

s22

Email

libby.coker.mp@aph.gov.au

Date that you or your entity
first became aware of the
claim

28/08/2020

Section B

**Driver
Details**

Name of Driver

Libby Coker

Date of Birth

s22

Business Address

195 Colac Road Waurin Ponds

Telephone

Mobile No. s22

Email:

libby.coker.mp@aph.gov.au

Licence Number

s22

Expiry Date:

s22

Is the driver named above
the principal driver?☒ Yes☐ NoDid the driver consume
any alcohol or take any
drugs within 12 hours prior
to the accident?☐ Yes☒ NoDid the Police perform a
breath or blood test?☐ Yes, if so please state the reading
below☐ No

Section C

**Member
Vehicle
Details**
Please indicate the cover that applies to you/vehicle☒ Comprehensive (repairs to your vehicle **are** covered under the policy)☐ Third Party Property damage only (repairs to your vehicle **are not** covered under the policy)Vehicle Registration
Number

s22

Make

Volkswagen

Model

Tiguan

Year

2018

Number of occupants
(including the driver) at the
time of the incident

2

**Section D
Accident
Details**

Date of accident

27/08/2020

Time: 18:00

Location of accident

Anglesea Road, Bellbrae VIC, Australia

Was anyone injured?

☐ Yes☒ NoIf, so in which vehicle and
type of injury?Was it reported to the
Police?☐ Yes if so give details below☒ No

Police Station



Comcover Motor Vehicle Claim Report

Officer Name
Police Station Phone No.
Police Incident No.
Is Police action to be taken?
If so, against whom?
Who do you think is responsible for the accident?
Any other details?

<input type="checkbox"/> Yes	<input type="checkbox"/> No

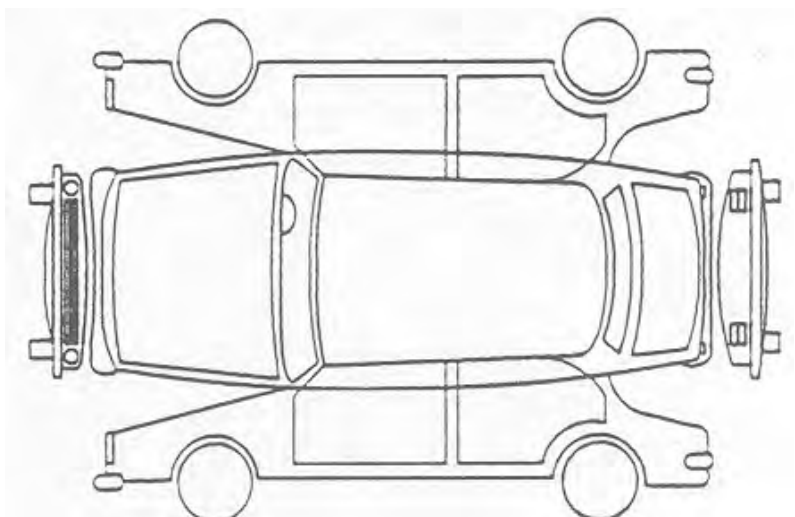
Section E

Other Vehicle Driver Details

Name of Driver
Date of Birth
Residential Address
Telephone
Email
Licence Number
Name of registered vehicle owner
Address of registered vehicle owner
Telephone
Vehicle registration number
Insurer

/ /	
	Mobile No.
	Expiry Date: / /
	Make and Model

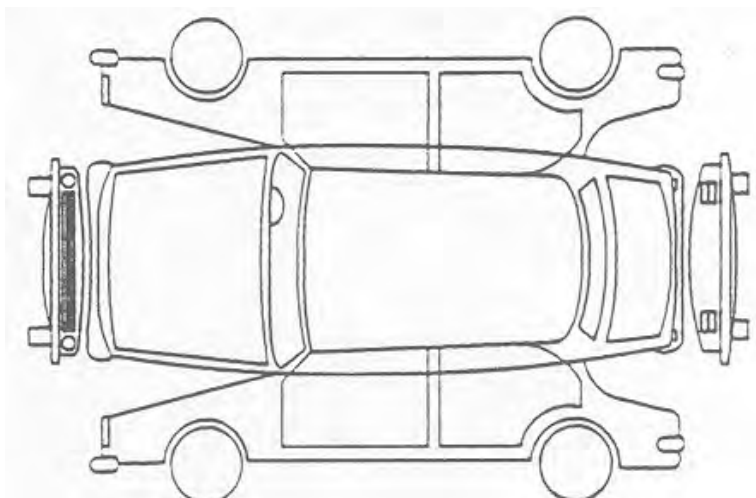
Show
damage to
member
vehicle



Show
damage to
other
vehicle



Comcover Motor Vehicle Claim Report



Accident Description

Please provide a brief description of how the accident occurred

Driving down Angelsea Rd and has hit kangaroo - Front of vehicle - damage to bumper and lower areas - passenger side to centre

Please draw a diagram of accident at point of collision

Section F

Witness

Witness to accident (attach list if necessary)

Name

Address

Telephone

Driver's Declaration

I declare that the use of the vehicle was authorised and the information provided in this claim form is correct in every respect

Driver's Name

Signature

Date



Comcover Motor Vehicle Claim Report



Attachments

- One quote for repair to member vehicle
- Police Report (if available)

Failure to provide these items may result in a delay in managing your claim.

In accordance with the Privacy Act 1988 and the Australian Privacy Principles, all personal and sensitive information collected directly from you, and from other agencies, will be stored and used on our claims management system. This information may be forwarded to external service providers for the purposes of assessing your claim, and may be shared with third parties as authorised by law. Further information about the privacy practices of Finance, including how to make a complaint, is contained in the privacy policy available at <http://www.finance.gov.au/sites/default/files/privacy-policy.pdf>.

Libby Coker

Name of person reporting the claim

Signature of person reporting the claim

Date

Name of Fund Member Insurance Contact

Signature of Fund Member Insurance Contact

Date

From: Comcover Claims
Sent: Tuesday, 1 September 2020 4:06 PM
To: 'libby.coker.mp@aph.gov.au'; s22 [REDACTED]@finance.gov.au'
Cc: s22 [REDACTED]; 'fleetadmin@unityclaims.com.au'
Subject: New claim: s22 [REDACTED] - Rego No: s22 [REDACTED]

Thank you for your claim notification.

This claim has been lodged by the Administration Team and has today been allocated to a Claims Consultant for review.

Please allow a few days for the review to occur. The Claims Consultant will then contact you regarding the future conduct of this claim.

The Claims Consultant responsible for conduct of this claim is:

s22 [REDACTED]

Please ensure to quote reference number s22 [REDACTED] in all future correspondence.

Kind regards,

Comcover
T: 1800 651 540
E: claims@comcover.com.au <<mailto:claims@comcover.com.au>>
A: Locked Bag 4830, Melbourne VIC 3001

From: fleetadmin@unityclaims.com.au [mailto:fleetadmin@unityclaims.com.au]
Sent: Tuesday, 1 September 2020 3:48 PM
To: Comcover Claims
Subject: Insured - Ministerial & Parliamentary Services, Reference- s22 [REDACTED] vehicle- s22 [REDACTED]

Hi

Please find attached Q & I for Reference- s22 [REDACTED] vehicle- s22 [REDACTED]

Thanks.

Kind regards

s22 [REDACTED]

Claims Handler - Unity Fleet Team
Unity Specialised Services
Level 1, 159 Adelaide Terrace, East Perth, WA 6004

T: 1800 269 660 (SG Fleet) (Option 1)

T: 1300 436 464 (VMIA)

E: fleetadmin@unityclaims.com.au

W: www.unityclaims.com.au

<https://urldefense.proofpoint.com/v2/url?u=http-3A__www.unityclaims.com.au_&d=DwMFaQ&c=G4MBxmhopRug2iiTWpPBAAc2klaRPGYylDqzjecSIqI&r=7YM5g9B209IIg-MOzzWJSwexSMwZIsyAmlO-9iLygA&m=0TP_1TKb_mBgdKNzymrN9-yn-jLmdH4tudbGLfjQEYo&s=ZeJk2nUa9wmErS_cSgb1fRzLgZ4Rf3UY0E0NDJ7zva8&e=>>

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From: fleetadmin@unityclaims.com.au
To: [MPSVIP](#)
Subject: Insured - Ministerial & Parliamentary Services, Ref # s22 vehicle- s22
Date: Tuesday, 15 September 2020 11:02:54 AM
Attachments: [Notification of Incident.docx](#)

External Email: This email was sent from outside the organisation - be cautious, especially with links and attachments.

Hi

Please find attached a notification of incident for vehicle- s22

Kind regards

s22

Claims Handler - Unity Fleet Team

Unity Specialised Services

Level 1, 159 Adelaide Terrace, East Perth, WA 6004

T: 1800 269 660 (SG Fleet) (Option 1)

T: 1300 436 464 (VMIA)

E: fleetadmin@unityclaims.com.au

W: www.unityclaims.com.au

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SG Fleet Notification of Incident

Dear Team

Re ; 2018 VOLKSWAGEN TIGUAN s22 [REDACTED] Libby Coker

We have recorded a claim for the above vehicle and driver. The reference number for this is s22 [REDACTED]

Driver's Name: Libby Coker

Driver Phone Number: s22 [REDACTED] - Libby

Claim Contact: Libby Coker

Type: Hit Animal

Fault: unavoidable/environmental

Accident Date: Aug 27, 2020

Accident Time: 09:20

Vehicle Damage: Front of vehicle - damage to bumper and lower areas - passenger side to centre

Location: Anglesea Road, Bellbrae VIC, Australia

Accident Description: Driving down Anglesea Rd and has hit kangaroo

Repairer Allocated: AMA - South City Panels (Geelong)

Third Party Involved: No

Cost Centre: MPS - Vic Senators & Members

Division: Australian Government/Finance (Portfolio)/Ministerial & Parliamentary Services/MPS - Vic Senators & Members

Police Notified: No

If you require any additional information, please contact us fleetadmin@unityclaims.com.au or 1800 269 660.

Unity Specialised Services

Unity Fleet Team

Level 1, 159 Adelaide Terrace, East Perth WA 6004

T: 1800 269 660

E: fleetadmin@unityclaims.com.au

From: s22
Sent: Tuesday, 15 September 2020 4:36 PM
To: 'fleetadmin@unityclaims.com.au'
Subject: New claim: s22 - Rego No: s22

Hi s22

Just a quick email to confirm Hire Car entitlements in accordance with the 2021-2022 Statement of Cover are as follows:

*"if **your motor vehicle** was destroyed or damaged as a result of an accident, the cost of hiring a **substitute motor vehicle** is covered up to a maximum of \$2,100 (inclusive of GST) per **claim**, capped at a maximum of \$100 (inclusive of GST) per day;*

Unfortunately, the above is the maximum cover that can be paid with respect to hiring vehicles.

Kind regards,

s22

[@comcover.com.au](mailto:s22@comcover.com.au)>

From: fleetadmin@unityclaims.com.au [mailto:fleetadmin@unityclaims.com.au]
Sent: Tuesday, 1 September 2020 3:48 PM
To: Comcover Claims
Subject: Insured - Ministerial & Parliamentary Services, Reference- s22 vehicle- s22

Hi

Please find attached Q & I for Reference- s22 vehicle- s22

Thanks.

Kind regards

s22

Claims Handler - Unity Fleet Team

Unity Specialised Services

Level 1, 159 Adelaide Terrace, East Perth, WA 6004

T: 1800 269 660 (SG Fleet) (Option 1)

T: 1300 436 464 (VMIA)

E: fleetadmin@unityclaims.com.au

W: www.unityclaims.com.au

[<https://urldefense.proofpoint.com/v2/url?u=http-3A__www.unityclaims.com.au_&d=DwMFaQ&c=G4MBxmhopRug2iiTWpPBAAc2klaRPGYylDqzjecSIqI&r=7YM5g9B209IIGg-MOzzWJSwexSMwZIsyAmlO-9iLygA&m=0TP_1TKb_mBgdkNzymrN9-yn-jLmdH4tudbGLfjQEYo&s=ZeJk2nUa9wmErS_cSgb1fRzLgZ4Rf3UY0E0NDJ7zva8&e=>](https://urldefense.proofpoint.com/v2/url?u=http-3A__www.unityclaims.com.au_&d=DwMFaQ&c=G4MBxmhopRug2iiTWpPBAAc2klaRPGYylDqzjecSIqI&r=7YM5g9B209IIGg-MOzzWJSwexSMwZIsyAmlO-9iLygA&m=0TP_1TKb_mBgdkNzymrN9-yn-jLmdH4tudbGLfjQEYo&s=ZeJk2nUa9wmErS_cSgb1fRzLgZ4Rf3UY0E0NDJ7zva8&e=>)

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Comcover

Locked Bag 4830 Melbourne VIC Australia 3001

Phone 1800 651 540

ABN 61970632495

**CLAIM DETAILS****** Claim**

s22

Policy No.

Assessment Category

Division

Light Motor

Special Instructions for Repairer

**** Assessment party**

Insured

Cover Type

Market

Assessment Type

Office

Melbourne Team

*** Excess**

NIL

Policy Inception Date

INSPECTION DETAILS

At the repairer

Address

112 Barwon Terrace

Phone No.(W)

03 5223 2730

Suburb / Town

South Geelong

Fax

State/Territory

VIC

Mobile No.

Post Code

3220

VEHICLE DETAILS

Authority Issued 18/09/2020

Make	Model	Series	Equip Level	Compliance Month/Year
VOLKSWAGEN	TIGUAN	162 TSI HIGHLINE	5NA MY18	September 2018

Body Type	Engine Size	Colour	Paint Group	Paint Code
4D WAGON	T4	White	COB	

Rego Number	Expiry Date	Rego State	*Vehicle Condition
s22		VIC	Good

Odometer	Transmission
s22	7 SP AUTO DIRECT SHIFT

Engine Number	Tyre Serviceable	Brakes Serviceable

Depth Units	Axles Count
	2

Front	2(1L+1R)
Rear	2(1L+1R)

Vehicle ID

s22

*VIN/Chassis Number

s22

DAMAGE LOCATION : Shade claim damage, circle and describe old damage. Also show direction of impact

Type of Loss : Collision

Non-Repairable Damage :

Vehicle Moved : No

***Repair**

R & R Labour

Repair Labour

Paint Labour

Mech. Labour

Misc. Labour

TOTAL LABOUR

Estimated Parts

(including Markup)

Sublet

Net Total

GST

Total

Less ITC

Less Excess

Less Contribution

Estimated Total

Assessor Estimated s47G
Total***Total Loss**

Total Loss Date

Sum Insured

Market Value

Cover Type

Market Value

***Book Values**

Trade Low

Trade

Retail

Avg

***Total Settlement**

Settlement Amount

Salvage Value

TOTAL SETTLEMENT

Cash Settled

Certificate o

Compliance Required

***Salvage Condition**

s47G

s47G

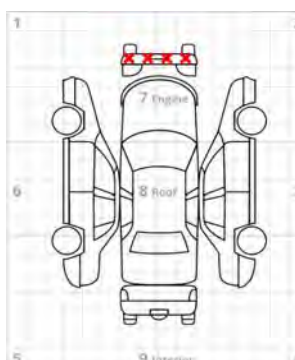
s22

s22

Assessor : AAMC
Assessor's Name : S22
PO Box 5752 Brendale QLD 4500
S22

Date Owner Advised
Inspection Date 18/09/2020

Type of Loss : Collision
Incident Type Code : Impact (I)

Butterfly & Impact Codes	
	
1 PASSENGER FRONT A - HEAVY PANEL	13 RIGHT REAR
2 DRIVER FRONT A - HEAVY PANEL	14 WHOLE VEHICLE
3 DRIVER SIDE	15 FLOOR PAN (PASSENGER FR...
4 DRIVER REAR	16 FIRE WALL
5 PASSENGER REAR	17 CHASSIS/STRUCTURAL RAIL...
6 PASSENGER SIDE	18 FLOOR PAN (DRIVER REAR)
7 ENGINE	19 FLOOR PAN (DRIVER FRONT)
8 ROOF	20 FLOOR PAN (PASSENGER RE...
9 INTERIOR	21 CHASSIS/STRUCTURAL RAIL...
10 FRONT	22 A PILLAR PASSENGER
11 REAR	23 A PILLAR DRIVER
12 LEFT REAR	24 B PILLAR PASSENGER
	25 B PILLAR DRIVER
	26 C PILLAR PASSENGER
	27 C PILLAR DRIVER
	28 D PILLAR PASSENGER
	29 D PILLAR DRIVER
	30 ENGINE BLOCK (CRACKED, ...
	31 TRANSMISSION CASE
	32 DIFFERENTIAL CASE
	33 AXLE HOUSING
	34 SUSPENSION (PASSENGER F...
	35 SUSPENSION (DRIVER FRONT)
	36 SUSPENSION (PASSENGER R...
	37 SUSPENSION (DRIVER REAR)
	38 AIRBAG FRONT
	39 AIRBAG SIDE
	40 AIRBAG CURTAIN
	41 SEAT BELT PRE-TENSIONER
	42 BATTERY PACK
	43 TOW POINT
	44 AUX EQUIPMENT
	45 HYDRAULIC OR OTHER LIFT...
	46 ROLL-OVER PROTECTIVE ST...

***15 FLOOR PAN (PASSENGER FRONT) ***20 FLOOR PAN (PASSENGER REAR) ***30 ENGINE BLOCK (CRACKED, FRACTURED) ***36 SUSPENSION (PASSENGER REAR)
***17 CHASSIS/STRUCTURAL RAILS (PASSENGER) ***21 CHASSIS/STRUCTURAL RAILS (DRIVER) ***34 SUSPENSION (PASSENGER FRONT)

ASSESSOR COMMENT (NOT VISIBLE TO THE REPAIRER)

We have completed an assessment of this vehicle.
The damage appears consistent with the claim description.
We have now authorised repairs.
The claimant has been updated accordingly.
*** The repairer has advised of a parts delay on front Bumper. Part is Ex Germany****

REPAIRER DETAILS

South City Panels	ACN	License No.	
ABN			
29 616 462 125			
Address	Suburb / Town	State/Territory	Post Code
112 Barwon Terrace 112 Barwon Terrace	South Geelong	VIC	3220
Phone No.	Fax	Mobile No.	
03 5223 2730			
E-mail			
info@scpanels.com.au			

ASSESSMENT DETAILS

Inspection Type Initial Inspection

Assessment Type
Inspection Date 18/09/2020

Assessor AAMC
ABN 51 101 934 801
Assessor Name S22
Address
Suburb
State/Territory
Country AUSTRALIA
Post Code
Mobile No.

S22

S22

Phone No.(H) s22
Phone No.(W) s22
Email @aamcommercial.com.au
Fax s22

Estimate No. s22 Assessed Yes Assessed Date 18/09/2020 Amount \$6397.59
Quote Date 27/08/2020 Authority Issued Yes Issued Date 18/09/2020

Invoice No. Invoice Status Date
Approved by Approved Amount \$
Authorised Labour Amount

Assessment Type
Inspection Date 18/09/2020
Inspection Type Initial Inspection
In Date
Estimated days to repair 0
Non-Repairable Damage
Total Loss No Total Loss Date
Salvage Reference
Type of Total Loss
Authority Comment
Type of Loss Collision
Salvage Value \$0.00
Out Date
Owner Contribution \$0.00
Owner Advised
Assessor Reserve \$8,500.00
Manufactures Data Ref. CURRENT INDUSTRY REPAIR STANDARDS
Vehicle pick up Date/Time
WOVR

South City Panels

112 Barwon Terrace
South Geelong VIC Australia 3220
Phone No.(w) 03 5223 2730
ABN 29 616 462 125

Contact s22
Contact No. s22

Estimate No. s22

Remove & Replace RemoveAndRefit@s47G

Description	Quoted Rate s47G	Assessed Rate s47G	OK	Assessor Note	Est. Hours	Ass. Hours	Est. \$	Ass. \$
Front B/Bar Number Plate Frame								
Unitary Operation - Radiator Support								
Total								

Repair Repair@s47G

Description	Quoted Rate s47G	Assessed Rate s47G	OK	Assessor Note	Est. Hours	Ass. Hours	Est. \$	Ass. \$
Front B/Bar Left End Lower								
Total								

Paint Paint@s47G

Description	Quoted Rate s47G	Assessed Rate s47G	OK	Assessor Note	Est. Hours	Ass. Hours	Est. \$	Ass. \$
Front B/Bar								
Front B/Bar Small Individual Compon								
Front B/Bar Pdc Sensor - Paint								
Front B/Bar Left End Lower								
Front B/Bar Right End Lower								
Front B/Bar Mould Left								
Front B/Bar Mould Right								
Grille								
Radiator Support Assembly								
Mix and Match								
Oven Allowance								
Total								

Miscellaneous

Description	Quoted Rate s47	Assessed Rate s47	OK	Assessor Note	Est. Hours	Ass. Hours	Est. \$	Ass. \$
Radiator Coolant - 6 & 8 Cyl (Green)								
Radiator Support Spray/Brush On Sea								
Hose Clamps								
O-rings								
***CODID-19 Sterilisation								
Nuts; Bolts & Clips								
Environment Levy								
Front Bar Driving Lights Wiring								
Front B/Bar Sensors & Wiring								
Radar Sensor / ADAS								
Total								

Total Labour

s47G

Parts (Part Comparison Enabled)

Description	Assessor Note	Part No	Part Description	Src	Qty
Front B/Bar Cover	✓	Genuine	Genuine	OEM	1
Front B/Bar Reinforcement Lower	✓	5NA807651D	F BAR STIFFENER	OEM	1
Front B/Bar Mould Centre - White	✓	5NA853101FGF5NA853101FGRU		OEM	1
Front B/Bar Lowe Air Deflector	✓	5NA121341B	AIR DEFLECTOR	OEM	1
			LWR-110TDI, 132TSI		
Front B/Bar Lower Grille	✓	5NA853677H045NA853677H041		OEM	1
Front B/Bar Foglamp Bezel L/H (Uppe	✓	5NA853665D045NA853665D041		OEM	1
Front B/Bar Foglamp Bezel L/H (Lowe	✓	5NA853211CGF5NA853211CGRU		OEM	1
Front B/Bar Foglamp Bezel L/H (Chro	✓	5NA853101C2Z5NA853101C2ZZ		OEM	1
Front B/Bar Mould Left (Goes under	✓	5NA853101DGf5NA853101DGRU		OEM	1
Radiator Support Assembly	✓	Genuine	Genuine	OEM	1
LF Air Deflector	✓	5NA121283P	5NA121283P	OEM	1
Front B/Bar Foglamp L/H	✓	5NA941699B	F BAR FOGLAMP N/S 5/17-	OEM	1
Front B/Bar Lower Splash	✓	5QF825235C	ENGINE SPLASH TRAY -6/17	OEM	1
Lower Grille Chrome Strip	✓	5NA853101FGF5NA853101FGRU		OEM	1
Front B/Bar Reinforcement	✓	5NA807109J	F BAR REINF -5/17	OEM	1
Air Cond. Condensor	✓	geelong auto cooling	geelong auto cooling	OEM	1
Intercooler	✓	geelong auto cooling	geelong auto cooling	OEM	1
Intercooler rubbers x2	✓	geelong auto cooling	geelong auto cooling	OEM	1
Total					1
Total (with Markup)					1

Sublet

Description	Assessor Note
Air Conditioning Degas	
Air Conditioning Regas R34A	
Test & Report / Clean & Repair Radi	
Total	
Net Total	

Original

R & R	
Repair	
Paint	
Mech	
Mis	
Total Labou	
Part	
M/	
Suble	
Net Total	
GST 10.00 %	
Total	

Quote Total

	Quoted	Ass.	Adj.
Total Labour	\$0.00	\$0.00	\$0.00
Net Total	\$0.00	\$0.00	\$0.00
GST	\$0.00	\$0.00	\$0.00
Total	\$0.00	\$0.00	\$0.00



REPAIR AUTHORITY

REPAIRER: South City Panels
PHONE: 03 5223 2730
EMAIL: info@scpanels.com.au
INSURER: Comcover
INSURER PHONE: 1800 651 540
CLAIMANT: Department of Finance
VEHICLE: VOLKSWAGEN TIGUAN 162 TSI HIGHLINE 5NA MY18
REGO NO: s22

DATE: 21/09/2020
CLAIM NO: s22
QUOTE NO: s22

Authorised Quotes

Authorised Quote	Authorised Date	Authorised Amount
s22	18/09/2020	\$6397.59

Sub Total:	\$6,397.59
Less Excess:	
Less Owner Contribution:	\$0.00
ITC:	
Total:	\$6,397.59

We refer to the above information and confirm contract arrangements are with COMCOVER and have been instructed to authorise you to proceed with the repairs subject to the following:

In Authorising repairs, AAMC requires all repairs to be completed in accordance with the manufacturer specifications and manufacturer approved repair methods. If there are no manufacturer specifications or manufacturer approved repair method available, the repair is to be completed using industry standards and repair methods that are appropriate for this vehicle. Under no circumstance is a structural part to be sectioned or heated for repairs without a manufacturer approved procedure. All parts supplied are to be **NEW GENUINE FACTORY** spare parts unless otherwise specified.

The repairer/supplier agrees that the abovementioned works/goods are being performed/supplied for and on behalf of COMCOVER. The repairer/supplier also acknowledges that the amount payable by COMCOVER represents liability to the repairer/supplier for the right to have these repair services/goods provided to the policyholder.

General Terms and Conditions

All parts are to be itemised on your tax invoice at manufactured list price, plus mark up if applicable, plus GST and must comply with Australian Taxation legislation. Part numbers are to be shown separately.

NO additional parts, labour or paint will be recommended for payment unless authorised in writing by this office and **BEFORE** final Tax Invoice being submitted. Your tax invoice must outline the repair/supply, show the total repair price including GST, any monies paid by the insured (eg excess, contribution) for work performed for insured and the balance of the amount payable. Copies of towing accounts, second hand parts invoices along with any other documents requested by the Assessors or Cost Control.

West Australian Repairers: New Parts to be charged at trade price plus a maximum of 15.25% mark-up unless otherwise advised by the insurance company.

It is to be clearly understood that payment of your account is matter for the insurer for whom we act in the capacity of Loss Adjusters.

s22

s22@aamcommercial.com.au

h do not meet these general terms and conditions will be returned for correction before any payment is made.

NOTE: Copy of authorised supplementary to be attached to final repair invoice.

INVOICE MADE OUT TO
COMCOVER
LOCKED BAG 4830, MELBOURNE, VIC, AUSTRALIA, 3001
ABN 61970632495

INVOICE FORWARDED TO
COMCOVER
LOCKED BAG 4830, MELBOURNE, VIC, AUSTRALIA, 3001
ABN: 61970632495
1800 651 540
[EMAIL: INVOICES@COMCOVER.COM.AU](mailto:INVOICES@COMCOVER.COM.AU)

INSURED: Department of Finance
VEHICLE: VOLKSWAGEN TIGUAN 162 TSI HIGHLINE 5NA MY18
REGO NO: S22

CLAIM NO: S22
QUOTE NO:

I/We have taken delivery of the above vehicle as the repairs have been completed.

Signature Owner/Driver:

Date:

I/We have completed the repairs in accordance with the authorised quotation and submit the attached account for payment.

Signature Proprietor/Manager:

Date:

Added by: s22
Date: 17/09/2020 5:55 PM



Added by: s22
Date: 17/09/2020 5:55 PM



Added by: s22
Date: 17/09/2020 5:55 PM



Added by: s22
Date: 17/09/2020 5:55 PM



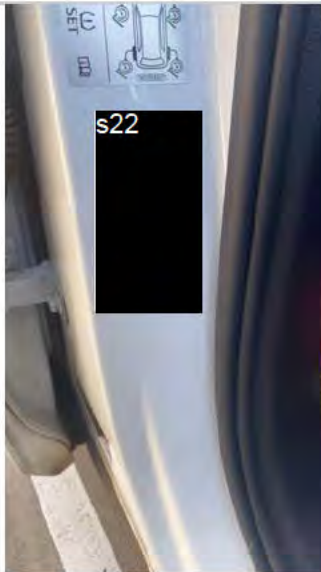
s22

Added by: s22

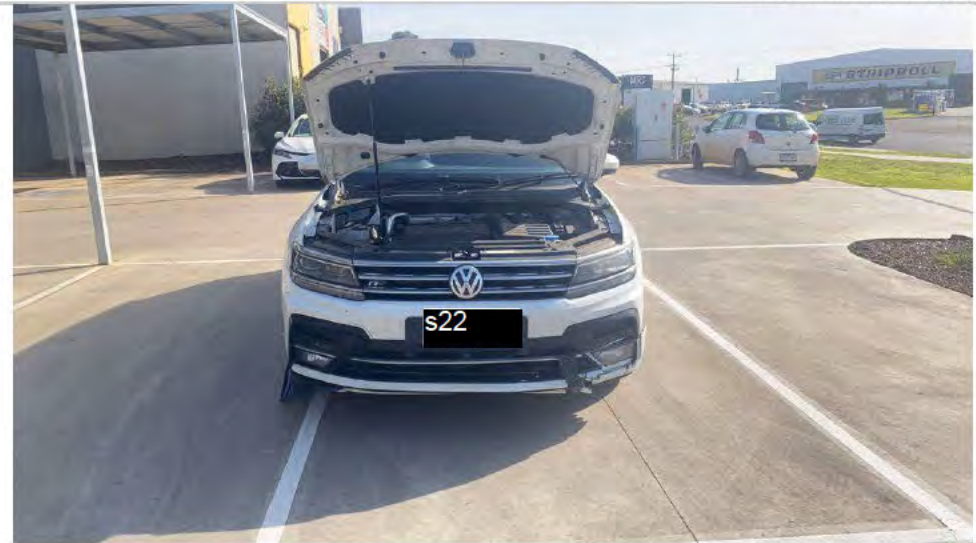
s22

Added by: s22

Date: 17/09/2020 5:55 PM



Date: 17/09/2020 5:55 PM Page 2



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Date: 17/09/2020 5:55 PM



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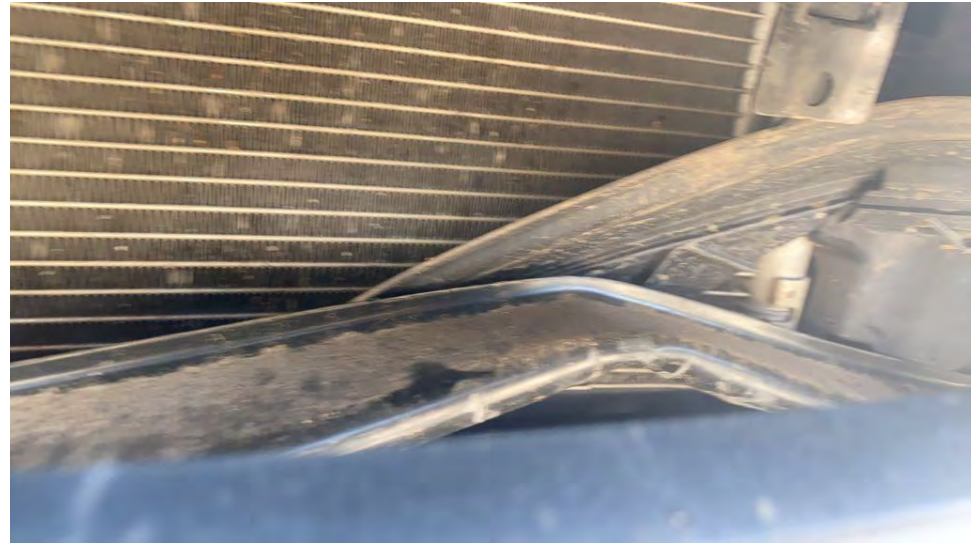
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Date: 17/09/2020 5:55 PM



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Date: 17/09/2020 5:55 PM

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Added by: s22
Date: 17/09/2020 5:55 PM



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Date: 17/09/2020 5:55 PM



Added by: s22
Date: 17/09/2020 5:55 PM

Added by: South City Panels
Date: 18/09/2020 9:40 AM

s22

s22



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Added by: South City Panels
Date: 18/09/2020 9:40 AM



Added by: South City Panels
Date: 18/09/2020 9:40 AM

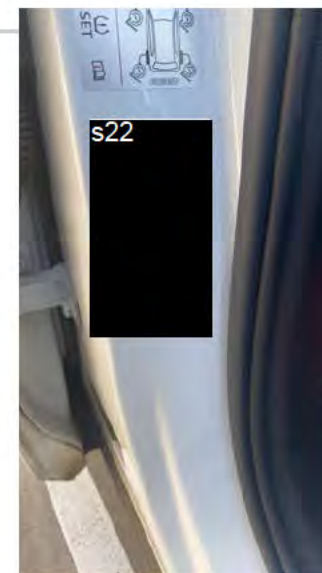


Added by: South City Panels
Date: 18/09/2020 9:40 AM

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Date: 18/09/2020 9:40 AM

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Added by: South City Panels
Date: 18/09/2020 9:40 AM



Added by: South City Panels
Date: 18/09/2020 9:40 AM

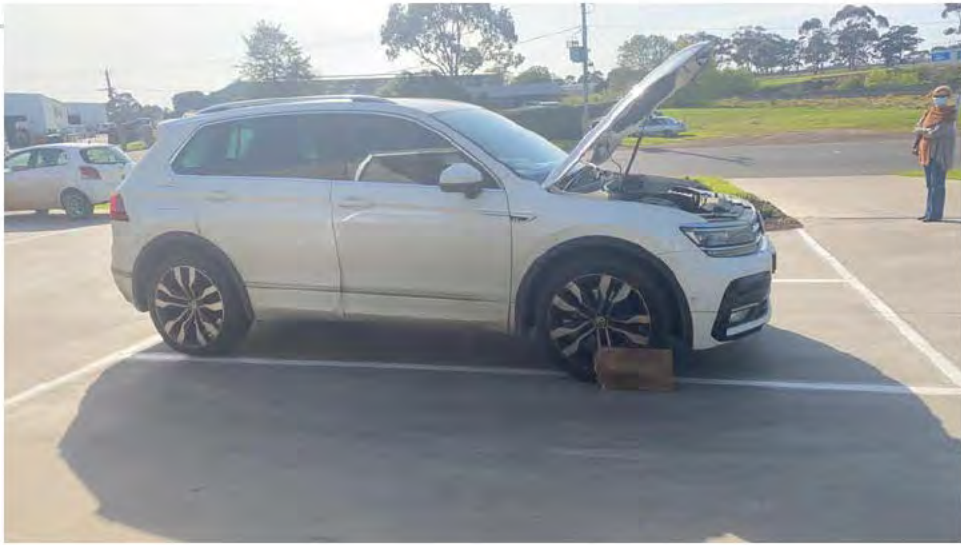


Added by: South City Panels
Date: 18/09/2020 9:40 AM

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Added by: South City Panels
Date: 18/09/2020 9:40 AM

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Added by: South City Panels
Date: 18/09/2020 9:40 AM



Added by: South City Panels
Date: 18/09/2020 9:40 AM



Added by: South City Panels
Date: 18/09/2020 9:40 AM

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Date: 18/09/2020 9:40 AM

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Added by: South City Panels
Date: 18/09/2020 9:40 AM



Added by: South City Panels
Date: 18/09/2020 9:40 AM

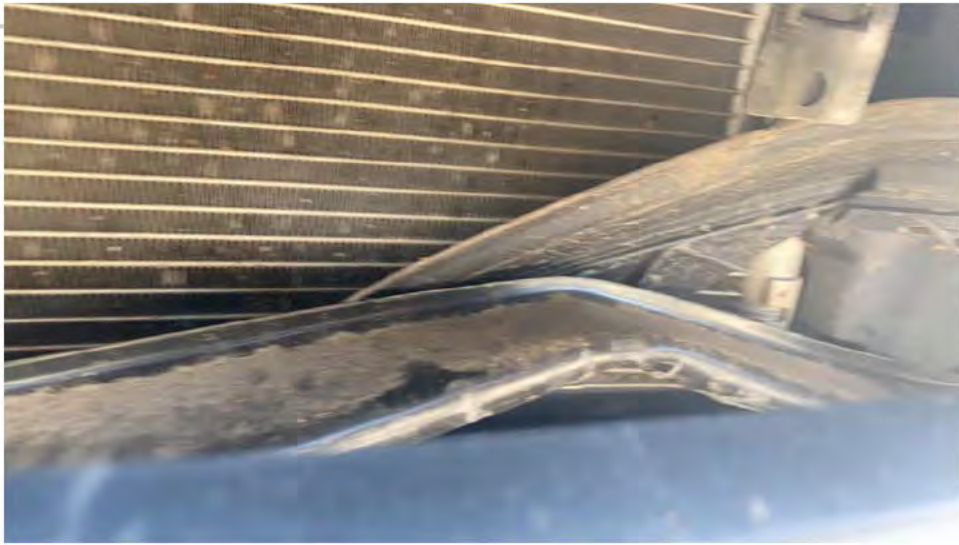


Added by: South City Panels
Date: 18/09/2020 9:40 AM

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Added by: South City Panels
Date: 18/09/2020 9:40 AM

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Added by: South City Panels
Date: 18/09/2020 9:40 AM



Added by: South City Panels
Date: 18/09/2020 9:40 AM

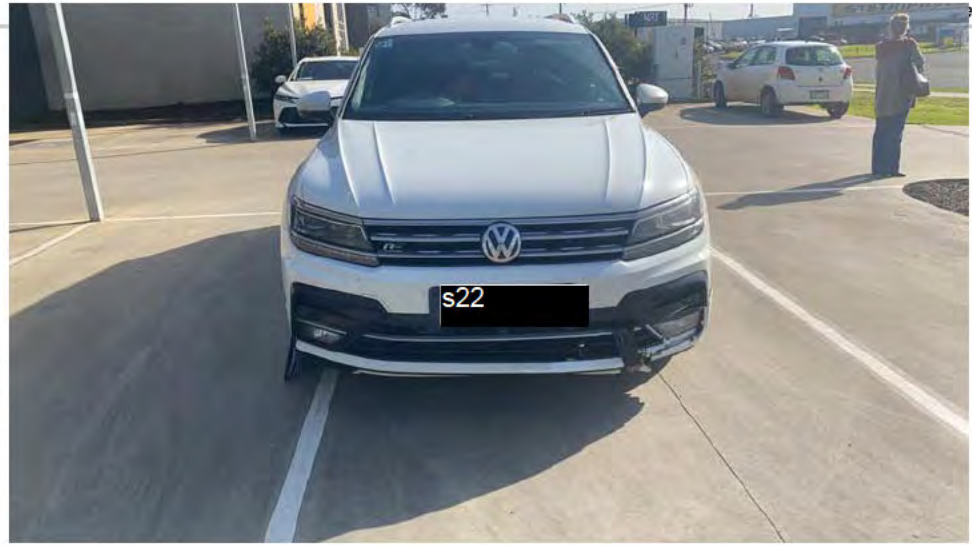


Added by: South City Panels
Date: 18/09/2020 9:40 AM

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Date: 18/09/2020 9:40 AM



Added by: South City Panels
Date: 18/09/2020 9:40 AM





Error: Couldn't generate all images [memory limitation]. Please try again by printing desired images one by one

From: fleetadmin@unityclaims.com.au
To: [MPSVIP](#)
Subject: Insured - Ministerial & Parliamentary Services, Ref# s22 - vehicle- s22
Date: Thursday, 24 September 2020 1:22:39 PM

External Email: This email was sent from outside the organisation - be cautious, especially with links and attachments.

Hi Team

Hire car coverage with Comcover will finish tomorrow.

The car is non-drive, they are awaiting a front bar, due 13/10. The car can not be made safe to drive without this part. Once the part arrives the repairs are only expected to take a couple of days to complete, estimated completion date is the 15/10.

Can we extend this hire car until the 15/10, under the assumption that this will be paid for by [Ministerial & Parliamentary Services](#) ?

Thanks.

Kind regards

s22

Claims Handler - Unity Fleet Team

Unity Specialised Services

Level 1, 159 Adelaide Terrace, East Perth, WA 6004

T: 1800 269 660 (SG Fleet) (Option 1)

T: 1300 436 464 (VMIA)

E: fleetadmin@unityclaims.com.au

W: www.unityclaims.com.au

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From: s22 [REDACTED]@aamcommercial.com.au]
Sent: Monday, 28 September 2020 5:51 AM
To: s22 [REDACTED]
Subject: RE: AAMC Assessment report and invoice - Claim No: s22 [REDACTED] Rego No: s22 [REDACTED]

Good Morning,

The original estimate covered the damages that could be sighted by visual inspection without dismantling the vehicle.

The estimate provided on Estimage is inclusive of all sublet components, parts and repairs which could not be established until the vehicle was dismantled.

Images of the extra parts and invoices have been supplied.

Hopefully this clarifies the situation?

Kind Regards,

s22 [REDACTED]

Senior Motor Loss Assessor

s22 [REDACTED]

"Our customer service is no accident"

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From: s22 [REDACTED]@aamcommercial.com.au>
Sent: Sunday, 27 September 2020 4:47 PM
To: s22 [REDACTED]@comcover.com.au>
Cc: s22 [REDACTED]@aamcommercial.com.au>; s22 [REDACTED]
[REDACTED]@aamcommercial.com.au>
Subject: RE: AAMC Assessment report and invoice - Claim No: s22 [REDACTED] Rego No: s22 [REDACTED]
Importance: High

Good Afternoon s22 [REDACTED]

My apologies for not reading and understanding your original email.

I have looked into this enquiry and found the follow.

The quote has been upload to Estimage by South City Panels - in the amount of \$6397.59 which is the quote assessed by AAMC.

There is also a quote from South City Panels - in the amount of \$4447.43 on file, this quote was emailed to us by your office.

As this Repairer is an Estimage repairer the Assessor would not have been aware of the other quote

added manually.

I have cc the assessor into this email to ask him to look into and advise - the amounts that differ are in the Parts and Sublet.

I will follow up tomorrow to have this resolved for you.

Regards

s22

Client Services Senior

s22

“Our customer service is no accident”

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From: s22 <[REDACTED]@comcover.com.au>

Sent: Friday, 25 September 2020 4:51 PM

To: s22 <[REDACTED]@aamcommercial.com.au>

s22 <[REDACTED]@aamcommercial.com.au>

Subject: RE: AAMC Assessment report and invoice - Claim No: s22 Rego No: s22

Hi s22

I once again advise I have not received a repair invoice and have not stated that I have.

I have simply pointed out you have authorised repairs for a greater amount than the original repair estimate, and I am simply seeking a report in support of the increased amount.

Kind regards,

s22

<[REDACTED]@comcover.com.au>

A: Locked Bag 4830, Melbourne Victoria 3001

From: s22 <[REDACTED]@aamcommercial.com.au>

Sent: Friday, 25 September 2020 1:48 PM

To: s22

Subject: FW: AAMC Assessment report and invoice - Claim No: s22 Rego No: s22

Hi s22 Just clarifying, if the repairer invoice which you have received does not match our Assessment Report you will need to contact the repairer to have him rectify his invoice or provide a further supplementary to assessor.

Confirming as AAMC do not provide a Cost Control service for Comcover this will need to be actioned by your office.

My apologies for the confusion.

s22

Client Services Senior

s22

“Our customer service is no accident”

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From: s22 @comcover.com.au>

Sent: Friday, 25 September 2020 10:09 AM

To: cars <cars@aamcommercial.com.au <mailto:cars@aamcommercial.com.au>>

Subject: FW: AAMC Assessment report and invoice - Claim No: s22 Rego No: s22

Hi s22

I am confused by your response.

I noted repairs have increased, not that I received a repair invoice.

Original repair estimate forwarded to you - \$4,477.43

Your report authorising - \$6,397.59

There is a difference of \$1,920.16

Kind regards,

s22

@comcover.com.au>

From: cars [[<mailto:cars@aamcommercial.com.au>](mailto:cars@aamcommercial.com.au)]

Sent: Wednesday, 23 September 2020 3:27 PM

To: s22

Subject: RE: AAMC Assessment report and invoice - Claim No: s22 Rego No: s22

Good afternoon,

Thanks for your email.

AAMC gave not received a supp or a repair invoice on this claim.

Can you please advise of action required.

Regards

s22

Accident management Officer

s22

“Our customer service is no accident”

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From: s22 @comcover.com.au>

Sent: Wednesday, 23 September 2020 8:39 AM

To: cars <cars@aamcommercial.com.au <[<mailto:cars@aamcommercial.com.au>](mailto:cars@aamcommercial.com.au)>

Subject: FW: AAMC Assessment report and invoice - Claim No: s22 Rego No: s22

Hi,

We note repairs have increased from the original repair estimate however, we have not received your supplementary report in support of the increase.

Kind regards,

s22

@comcover.com.au>

From: Invoices

Sent: Tuesday, 22 September 2020 9:49 AM

To: s22

Subject: FW: AAMC Assessment report and invoice - Claim No: s22 Rego No: s22

From: cars [[<mailto:cars@aamcommercial.com.au>](mailto:cars@aamcommercial.com.au)]

Sent: Tuesday, 22 September 2020 9:31 AM

To: Invoices

Subject: AAMC Assessment report and invoice - Claim No: s22 Rego No: s22

Please find attached report and Invoice relating to the following Assessment Details:

Registration Number: s22

Claim Number: s22

AAMC Reference: s22

*If you have any questions please contact our **Client Services** team on 1300739470.*

AAMC Loss Assessing Unit Trust

Postal Address: PO Box 5752

Brendale QLD 4500

Ph 1300 739 470

invoicing@aamcommercial.com.au [<mailto:invoicing@aamcommercial.com.au>](mailto:invoicing@aamcommercial.com.au)

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From: s22
Sent: Monday, 16 November 2020 11:01 AM
To: s22
Subject: s22

Hey s22

Can you please add the attached repairer's bank details to Crysis.

Ta

Kind regards,

s22

s22@comcover.com.au

From: Invoices
Sent: Monday, 16 November 2020 8:17 AM
To: s22
Subject: FW: s22 - Repairer invoice attached for prompt payment please.

From: s22 [mailto:s22@amagroupsolutions.com.au]
Sent: Friday, 13 November 2020 1:26 PM
To: Invoices
Subject: s22 - Repairer invoice attached for prompt payment please.

Good afternoon

Copy of invoice attached for prompt payment please.

It has been confirmed as below that there is a glitch in the system.

Invoice was submitted on Estimage 19/10/2020 and has been stuck there ever since. Please confirm the authority & proceed with payment as per the attached invoice.

s22

Website: www.amagroupsolutions.com.au
<<https://uridefense.proofpoint.com/v2?url=http%3A%2F%2Fwww.amagroupsolutions.com.au%2F&d=DwMGaQ&c=G4MBxm>>

hopRug2iiTWpPBAAc2klaRPGYylDqzjecSlql&r=yPkahQnJ_mxfxjs5J3sJXOgK3QbX6F3KVV-X3TXccME&m=4QfGSpPwOoD9ZEfmMBj9Jsf92ho0NHmBhY-gglQVErk&s=K4DcggHpYmLpvXYubsRrGQ11gGgf-nFlkXZJ4g4cMG0&e=>

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From: s22
Sent: Monday, 14 December 2020 4:27 PM
To: s22@finance.gov.au
Cc: 'Audit and Risk'
Subject: Comcover Excess invoices s22

Good afternoon Desmond.

Please find attached the Excess Invoices for Comcover claims s22

Could any remittance advice be sent to email address claims@comcover.com.au [<mailto:claims@comcover.com.au>](mailto:claims@comcover.com.au) (also provided on the invoices).

Please do not hesitate to contact me, or the allocated Claim Consultant s22, should you have any questions.

Kind regards,

s22

claims@comcover.com.au



Australian Government

Comcover

TAX INVOICE

**Department of Finance
1 Canberra Avenue
FOREST ACT 2603**

Invoice No: **s22**

Date Issued: 14/12/2020

Fund Membership Number: **s22**

Claim Number	Details	Date of Incident	Total Excess
s22	Motor Vehicle s22	27/08/2020	\$500.00

Total: \$500.00

GST Total: \$0.00

Total Payable: \$500.00

ALL INVOICES STRICTLY 30 DAYS

If payment is not received in full by the due date, Comcover reserves the right to charge interest.

Account details – Department of Finance COMCOVER Receipts Account
s22

Please provide remittance to claims@comcover.com.au quoting invoice number

Comcover

Locked Bag 4830, Melbourne VIC 3001
Toll Free 1800 651 540 Fax (03) 8623 9732

Internet www.finance.gov.au/comcover/ Email comcover@comcover.com.au
ABN 61 970 632 495

DEPARTMENT OF FINANCE
ONE CANBERRA AVENUE
FORREST ACT 2603
ABN: 61970632495

Contact Telephone: 02 6215 3542
Fax:
Contact name: M&PS ENQUIRIES
Contact E-mail Address: mpshelp@finance.gov.au



Australian Government
Department of Finance

REMITTANCE ADVICE

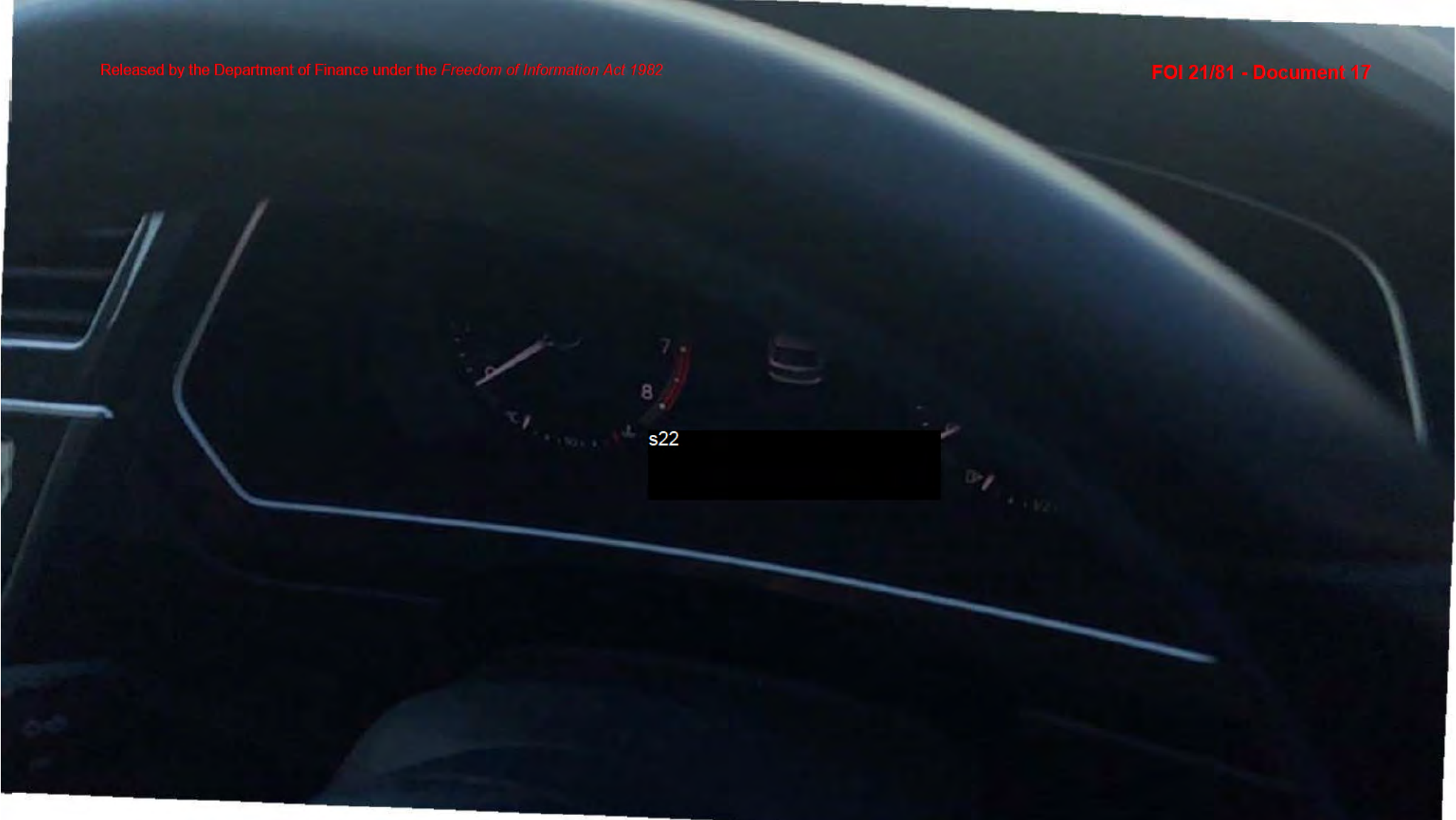
Ref: **s22**
COMCOVER
PO BOX 3263
FOREST ACT 2601

Date 21/12/2020
Amount \$1,000.00

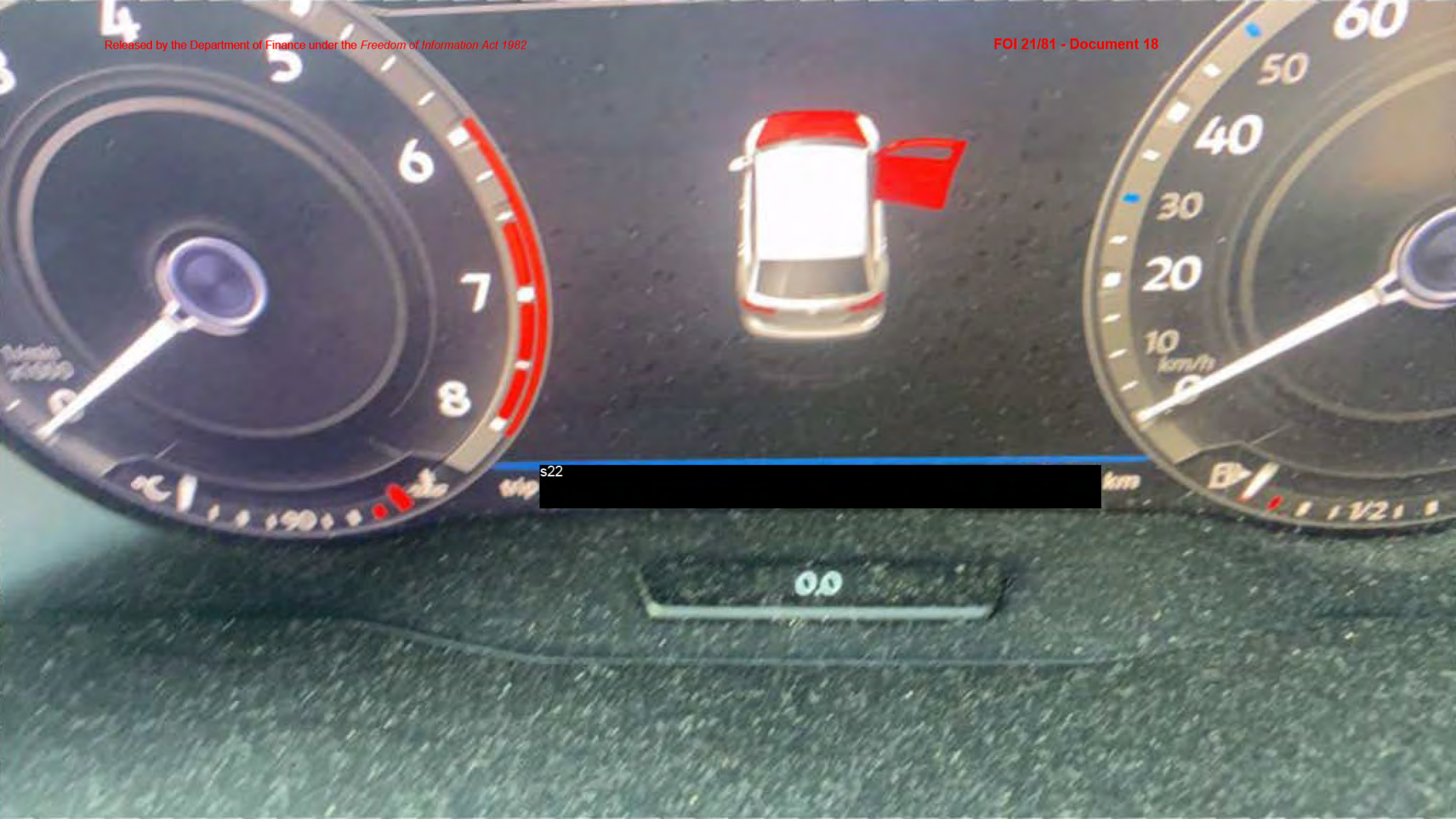
E-mail Address: CLAIMS@COMCOVER.COM.AU
Fax No: 02 6279 3360

Description	Amount
s22	
s22 REF: s22	\$500.00
Ms Libby Coker MP Inv: s22	
Total	\$1,000.00





s22

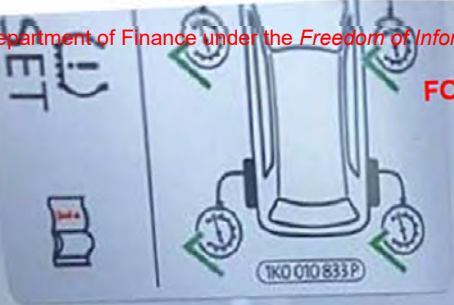


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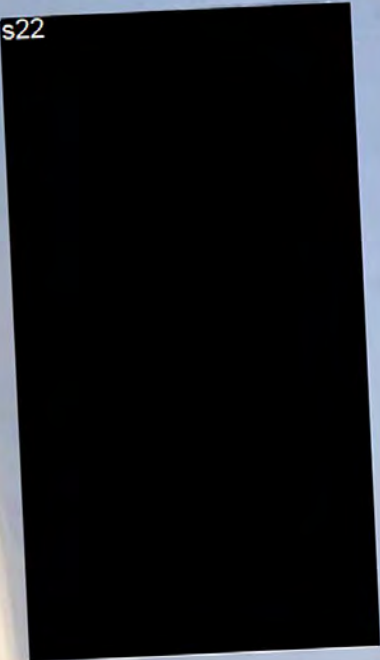
s22



s22



s22







s22

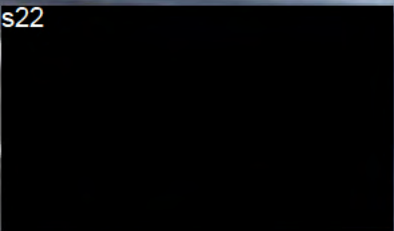


s22





s22





Released by the Department of Finance under the Freedom of Information Act 1982

FOI 21/81 - Document 28







Released by the Department of Finance under the Freedom of Information Act 1982

FOI 21/81 - Document 31





Released by the Department of Finance under the Freedom of Information Act 1982

FOI 21/81 - Document 33









**AAMC ACCOUNTS**

PO BOX 5752, Brendale Business Centre QLD 4500
 (07) 3817 8651 (07) 3817 8692
 accountsreceivable@aamcommercial.com.au
 ABN 35 690 403 326

TAX INVOICE

Invoice To: Comcover
 ABN: ABN 61 970 632 495
 Address: Locked Bag 4830 Melbourne VIC 3001

Invoice #: s22
 Invoice Date: 18/09/2020
 Claim #: s22
 Rego:
 Datafile ID:

Inspection Location: South City Panels, 112 Barwon Terrace, South Geelong, VIC, 3220

#	DESCRIPTION	UNIT	UNIT PRICE	QUANTITY	SUBTOTAL	GST	TOTAL (incl. GST)
1	Assessment Fixed Fee	QTY	s47G				

Total (excl. GST)

s47G

Total GST Amount Payable

Total Amount Payable (incl. GST)

**IMPORTANT
BANK ACCOUNT DETAIL NOTIFICATION**

AAMC Loss Assessing PTY LTD
 EFT Payment details

s22

Please quote the 'AAMC Invoice Number' as the payment reference

If you have any questions, please contact
 AAMC on 1300 739 470 or invoicing@aamcommercial.com.au

AAMC LOSS ASSESSING PTY LTD

PO BOX 5752, Brendale Business Centre QLD 4500
 1300 739 470 1800 006 323 ABN 35 690 403 326