

AJ Grant Building Insurance Claim Process



The team at AJ Grant Building are here to assist and support you on behalf of your Insurance Company.

Who are we?

AJ Grant Building has been operating for over 30 years', providing insurance building, restoration and emergency repairs throughout Australia.

With years of experience helping our insurance clients and their customers, we've seen it all. Whether it's a small repair, such as a leaking pipe, or a large major loss such as a devastating fire requiring demolition work and a complete rebuild, you can be sure we can help. Our experience in the industry has taught us to effectively scale and handle large volumes of claims across large geographic areas employing our national footprint underpinned by robust, consistent technology and operational infrastructure and systems.

COVID SAFE

AJ Grant Building maintains a safe workplace and adopts all necessary practices to protect the health and wellbeing of our customers, staff and contractors. All activities are carried out in line with both state and federal direction on COVID 19 protocols and governed by our own internal COVID safety plan.

RESTORATION SERVICES

We provide total cleaning and restoration services for domestic, industrial and commercial situations. Fire, Flood, Smoke, Water: Furniture and contents restoration, carpet cleaning and restoration, structural drying, timber floor drying, water extraction.

EMERGENCY RESPONSE

We provide 24/7 emergency assistance across all regions of Australia to ensure your property is made safe, secure and free from further damage.

What are the next steps: Building

1

Is it safe?

If you believe that your property is unsafe, please contact our office so we can arrange a trade to complete temporary repairs to make the property safe.

2

Is it livable?

If you are the owner occupier and the property is not habitable, you could be entitled to temporary accommodation depending on the policy type you hold. Please contact our office so we can discuss your options with you.

3

You will hear from us shortly

Our friendly bookings team will be in contact with you to arrange a suitable time for one of our experienced Assessors to inspect and report on the damages.

4

Assessment

Our Assessor will attend the property to prepare a detailed scope of works which outlines the required repairs. We will submit this to your insurance company along with an assessment report on the cause of damage.

5

Review

Your insurance provider will review the documentation provided and advise AJ Grant Building if we are authorised to proceed with the repairs.

6

Approval

Once your claim is approved, we will issue you with a copy of the authorised scope of works, domestic building contract (if required) and details on how to pay your excess

7

Sign and pay your claim excess

Once your signed documents are returned to us and excess paid, we will commence your repairs.



Contact us

We are committed to assisting you throughout the entire process and strive to make this as easy as we possibly can for you. If you have any questions regarding your claim, you can contact our office on 1300 254 726, **LIVE CHAT** with our Customer Service Team via LiveChat or email admin@ajgrantgroup.com.au and quote your claim number or property address.

Community Support Groups & Contact Details

This can be a very difficult and stressful time, if you feel you need support please reach out to the appropriate service:

Lifeline
131 114
24/7 Free telephone counselling service.

Mensline
1300 789 978
24/7 Counselling and resources for men in crisis.

Kids Help Line
1800 551 800
24/7 Counselling service for kids & young people.

Parentline
1300 301 300
Support and counselling and education for parents.

National Relay Service
133 677
For hard of hearing or speech impairment

National Indigenous Critical Response Service
1800 805 801

Free Translating and Interpreting Service
131 450

DVConnect Womensline
1800 811 811

DVConnect Mensline
1800 600 636

What are the next steps: Contents

1 Booking

Our friendly bookings team will be in contact with you to arrange a suitable time for our experienced restoration team to attend your property and inspect and report on the damages to your contents.

2 Site Inspection

The Restoration team will attend the property to complete a report, take photos, moisture readings and assess contents items, that may have been affected. Our Restorations team will provide you with an inventory list and if required, will assist with the extraction of water and install drying equipment. The reports will then be submitted to your Insurance provider.

3 Review

Your insurance provider will review the documentation provided and advise AJ Grant Restorations if we are authorised to proceed with further works, this may include removal of carpet and contents items.

Inventory

4 If contents items have been affected you will receive a copy of your non restorable inventory list and will ask you to provide the replacement cost to replace these items. If new carpet is required AJ Grant Restorations will organise a quote for replacement

Settlement

5 Once you have completed your inventory list, we ask that you email this back to the AJ Grant Restorations email provided. We will review the replacement costs and submit to your Insurance provider for review and cash replacement of your contents items.

Finalisation

6 Your Insurance provider will contact you to discuss replacement portion of your claim.