Student Accident Claims are managed by the insurer Chartis Australia Insurance Limited

Complete claim forms and supporting documentation should be submitted, preferably by email, to the following address – Please keep a copy of documents submitted:

Email: WillisPA@chartisinsurance.com

Alternatively by mail to:

Chartis Australia Insurance Ltd
Claims Department
GPO Box 4363
Melbourne Vic 3001

Please Note (in relation to Non Medicare Medical and Dental Expenses):

- Before returning the completed claim form with attachments all invoices must be presented to Medicare and/or Private Health Fund, or other applicable insurance (Registered Club or Association) before you present the invoices to the Student Accident insurer, via Acclaim.

- Health Insurance Act (Cth) 1973 prevents insurers from paying medical expenses which are subject to full or partial rebate from Medicare, including the Medicare Gap.

- Legislation (Private Health Insurance Act 2007) means that insurers can only pay Non-Medicare Medical Expenses (including Dental Expenses) resulting from injuries to Students who are:
  - Taking part in organised sporting and youth activities
  - Participating in activities organised and supervised by the school

- The Policy provides cover for expenses incurred for a period of 24 months from the date of the accident / injury.