

# How to Lodge a Claim

---

## Theft or Loss

When lodging a claim for theft or loss of camera equipment you will need to provide:

- Completed Claim Form
- Proof of Ownership
- A copy of your Aon policy schedule

In order to lodge a claim for loss or theft of camera equipment:

1. Email the completed documents to [cameraservice@canon.com.au](mailto:cameraservice@canon.com.au)
2. Your claim will be reviewed and settled in line with the policy terms and conditions.

## Accidental Damage

When lodging a claim for damaged camera equipment please provide:

- Completed Claim Form

In order to lodge a claim for damaged camera equipment:

1. Email the completed claim form to [cameraservice@canon.com.au](mailto:cameraservice@canon.com.au)
2. You will then be sent information on how to send the damaged camera equipment for assessment.
3. Camera equipment will be assessed and either repaired and returned or replaced in line with the policy terms and conditions.

## Frequently Asked Questions

### Where can I find my Aon reference number?

The Aon reference number can be found on the top left of your Aon invoice, just under your name and address. An example reference number would be AONPRM 12G34

### What constitutes proof of ownership?

Proof of ownership can consist of: purchase receipts, credit card statement, owner's handbooks and time stamped-photographs etc.

### How long will it take to settle my claim?

Depending on the circumstances we aim to settle all claims within 14 days of receipt of the claim form for loss or theft or from the date of receipt of the gear in the case of accidental damage.

### Can I make a claim from overseas?

Yes, you are able to claim for your equipment from overseas by emailing the Aon Photographers team on [au.photographers@aon.com](mailto:au.photographers@aon.com)

If you have any further queries regarding the above Aon/Canon claims process please contact the Aon Entertainment Team on 1800 806 584