

The Aurora Towers - CTS 35222

Key Contact Sheet

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## BCB SERVICE TEAM

All our staff will be available to assist you and your Body Corporate Manager in day to day issues, however, you will have a dedicated team responsible for providing you with expert advice and personal attention at all times.

**07 3218 7339**

Lvl 22, 127 Creek Street  
Brisbane QLD 4000  
PO Box 5579  
Gold Coast MC QLD 9726

**For all general and policy enquiries during business hours please contact your account manager:**

**Haroon Bari** | Regional Manager - Brisbane

[haroon.bari@bodycorporatebrokers.com.au](mailto:haroon.bari@bodycorporatebrokers.com.au)

**P:** 07 3218 7339

**M:** 0411 601 030

**For all claims enquiries during business hours please contact your claims manager:**

**Jayne Turner** | Claims Team Leader

[jayne.turner@bodycorporatebrokers.com.au](mailto:jayne.turner@bodycorporatebrokers.com.au)

**P:** 07 5668 7800

**For all after hours claims enquiries please contact your insurers fully supported after hours service:**

**Chubb Insurance** | After Hours

**P:** 1800 803 548

### General Guidance with respect to making a claim:

Your strata insurer can deal only with insurance related damage. If the damage has been caused by a maintenance-related issue they cannot assist with rectifying the maintenance problem and this usually needs to be attended to first.

- If the issue is maintenance, contact the relevant trade, such as a plumber, to deal with the immediate problem such as leaking water or burst pipe.
- If there is a risk of immediate danger to people or property, contact a builder to conduct a "make safe".
- If water has entered a property, as soon as it is watertight contact professionals to start water extraction and drying.
- Then ring the insurer who will then be able to either provide instructions or arrange for a panel builder or loss adjuster to attend.

**If you have any doubts or require additional information, please make contact with the parties listed above.**



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