

Cemetery Trust Monument Damage



How do I make a claim for damage or loss to plaques, headstones and memorials?

The holder of the right of interment may lodge a claim through the Cemetery Trust for costs relating to repairs or replacement of plaques, headstones and/or memorials belonging to them, following a loss caused by theft, vandalism, storm or impact by vehicle and/or impact by foreign object.



Notification

The holder of the right of interment must report the incident to the Cemetery Trust (the Trust). The Trust may determine that it is appropriate to lodge a claim. If so, the Trust will issue the holder with a Cemetery Trust Monument Damage Claim Form to complete in partnership with the Trust. A copy of this form is also available on the VMIA website at www.vmia.vic.gov.au.



Documentation

The claim form must be fully completed before the Trust can lodge the claim with VMIA. It must be accompanied by:

- » Two quotes for repair or replacement of the item
- » Copy of a Police Report where the damage has been reported to the police
- » Photos of the damage, which are required for all malicious damage claims.

Important: The claim will only be considered if all information is provided on the claim form and supporting information is attached. The Trust is not responsible for following up required information from the right of interment holder. The claim must be lodged to VMIA by the Trust, not by the right of interment holder.



Assessment

VMIA will acknowledge receipt of the claim form to the Trust and the holder of the right of interment. A claim number will be allocated and, if required, further instructions will be issued to both parties.

Depending on the circumstances of the claim, an insurance assessor may be appointed to investigate the claim. The insurance assessor will contact the Trust and the holder of the right of interment if an assessment is required.

Contact

For information concerning the handling of Cemetery Trust Claims, please contact VMIA at:

Phone: (03) 9270 6900

Email: claims@vmia.vic.gov.au

Cemetery Trust Monument Damage Claim Form

April 2019

Please complete all fields

Section 1: Cemetery Trust details	
Cemetery Trust name	
Contact name	
Contact title	
Contact address	
Contact email	
Contact phone	
Section 2: Interment holder details	
Interment holder name	
Contact name	
Contact address	
Contact email	
Contact phone	
Section 3: Claim details	
Name of interred	
Incident location	
Plot number	
How did the damage/loss occur?	
Date of damage/loss	/ /
Amount being claimed (please attach quotes)	
Was a report made to the police?	Yes No (If yes, please attach a copy and copies of any photos)

Any personal information you provide (or provided by a third-party such as a government body) in this Form is being collected by the VMIA for the purpose of administering VMIA's functions, under s6 of the Victorian Managed Insurance Authority Act 1996 (Vic), namely to provide insurance, risk advisory and claims handling services. Any personal information you provide will be treated according to the requirements of the Privacy and Data Protection Act 2014 (Vic), the Information Privacy Principles and the Victorian Protective Data Security Standards. VMIA will not act or engage in any practice that contravenes these provisions. Information will be handled in line with VMIA's Privacy Policy. You have the right to access and correct your personal information. Requests for access should be sent to the Privacy Officer, VMIA, PO Box 18409, Collins Street East, VIC 8003 or privacy@vmia.vic.gov.au.

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