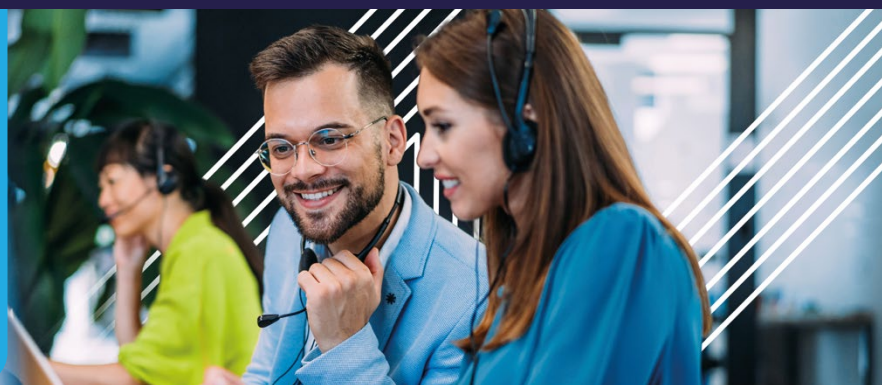
Zebra-Xpress

BlueZebra

Enhanced documentation requirements

Zebra-Xpress assesses and settles eligible property claims within 3 business days.

Fully packaged claims that meet the criteria can often be settled at first review.



Why Zebra-Xpress works

- Reduced information requests
- Faster claims decisions
- Settlement of eligible claims within 3 business days
- Improved customer experience
- Less administration for brokers

Eligibility checklist

- ✓ Lodged online via our portal
- ✓ Claim value is $10,000 or less
- ✓ All required supporting documentation is provided at lodgement
- ✓ Claim-specific documentation requirements are met
- ✓ Claim acceptance determined

What we need from you

Information required for all claims

- Policy number
- Date of loss
- Location of loss
- Detailed description of the incident and resulting damage
- Confirmation premium has been paid
- ABN and ITC percentage
- EFT payment details
- Repair or replacement quote/invoice

Documentation	Lost / Personal Effects / Theft	Contents Damage	Building	Stock	Glass	Fusion	Fence
Proof of ownership	✓			✓			✓
Photos of damage		✓	✓	✓	✓		✓
Repair / replacement quote	✓	✓	✓	✓	✓	✓	✓
Police report	✓		✓[1]				
Repairer report			✓			✓	
Damage report		✓		✓			
Inventory schedule	✓[2]			✓			
Jewellery valuation	✓						

✓ Required ✓ Conditional (see notes) Blank = not required

1 Police report for a Building claim: malicious damage or vehicle impact only.
2 Inventory schedule for Lost / Personal Effects: theft claims only.

Additional requirements

Building: Repairer report must confirm cause and extent of damage. Repair quotation must be itemised.

Fusion / Motor Burnout: Repair report must confirm cause, age of unit and repairability.

Glass: Business glass claims require lease details.

Fence: Ownership percentage required.

Claims submitted with all required supporting documentation are more likely to be assessed and settled within the Zebra-Xpress service timeframe. This approach reduces follow-up requests, improves broker and customer experience, and supports faster claim outcomes.

Visit the Zebra Lounge
https://portal.blueleopard.com/login/bzi

Email support
claims@bzi.com.au

Scan to lodge a claim

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1. This flyer relates solely to property insurance claims under Business, Home, and Landlord insurance products.
2. The Zebra-Xpress process does not apply during significant weather events, a declared catastrophe event or for Liability claims.
3. Entitlement to indemnity is subject to the terms, conditions, and limits of the applicable insurance policy, including the insured's level of cover and payment of premium.
4. Any examples provided are for illustrative purposes only and do not constitute a promise of cover.