



# RentCover AGENT FEEDBACK FORM – INCIDENTS

If you identify a policy, process, law or regulation that hasn't been followed or handled correctly, and it relates to our insurance products or services, you must pass this on to EBM RentCover within 24 hours. Examples of an incident include forgetting to forward a renewal notice to a client, issuing a policy that is not suitable for a client (e.g. a commercial premises has a residential landlord insurance policy in place) or setting up a policy where the client never requested it. Once received, the EBM RentCover team will review the incident and help remedy the situation.

To report an incident, please fill in the below form and submit to [agentsupport@ebm.com.au](mailto:agentsupport@ebm.com.au).

## Agent details

Your name: \_\_\_\_\_

Your company: \_\_\_\_\_

Your contact number: \_\_\_\_\_

Your email address: \_\_\_\_\_

## Incident details

The date the incident occurred: \_\_\_\_\_

The date you were made aware of the incident: \_\_\_\_\_

Summary of the incident and why it occurred: \_\_\_\_\_

Has any action been taken to remedy this situation? If so, please provide details: \_\_\_\_\_

Have steps been taken to avoid the same situation from happening again? If so, please provide details: \_\_\_\_\_

Client number or risk address (if multiple, please attach separately): \_\_\_\_\_

**SUBMIT**

