

PROCESS FOR JEWELLERY INSURANCE CLAIMS

The process for Jewellery Insurance claim service.

Jewellery Validation

This step involves identifying any loss or damage. We must obtain an accurate description of the lost or damaged item to determine its current replacement value. The customer is asked to provide all documentation and information to reduce the risk of ambiguity.

Comparative Quoting

Once the item/s have been validated, quotes from many panel jewellers are obtained. JVL monitor and audit these jewellers on quality replacement, customer service and supply-time levels to ensure we deal with only the best jewellers. As part of our commitment to transparency, we invite the customer to confirm their preferred jeweller so we can obtain a quote for consideration.

Settlement Recommendation

After the claim expires from the quoting period, we issue a recommendation for settlement. Send this recommendation report to the insurance company for final approval. The report contains item specifics, and documentation relating to each item.

Allocation and Fulfilment

Once the insurance company approves our recommendation, we manage the allocation and fulfilment of the claim entirely. This includes explaining our recommendation to the customer, addressing any concerns and allocating the job.

Post-Replacement Independent Valuation

In this step, we appoint independent, qualified valuers to conduct post-replacement valuations to ensure quality control. Valuations are done by gemmologists of the Gemmological Association of Australia (GAA) and registered valuers with the National Council of Jewellery Valuers (NCJV). Due to the experience of the team and jewellery industry's unlimited resources, we can process any type

of jewellery claim anywhere in Australia.

Valuation Reports

A "Valuation for Insurance" containing the 'Jewellery Valuers Seal', description, photograph and the value of each item.