



Claim Submission

MASTER POLICY QBE

QBE Claim Support:
CLAIMS@SECONDNATURE.COM

1

Review the resident insurance coverage in your software.

If you are enrolled in the RBP insurance program, move to the next step

2

Gather supporting documents:

- Pictures of damage
- Incident Report
- Fire/Police Report (if applicable)
- Resident Contact Information

3

The claim form will require the following information:

- Master Policy Number
- Property Name/Contact
- Unit Number
- Resident Name/Contact
- Description of Loss

Email your claim to claims@secondnature.com

4

A Claim Representative is assigned and will contact the property manager within 24 hours. (Excludes holidays and weekends)

If necessary, as part of the investigation, a field inspection will be arranged within 72 hours

5

Claims are typically resolved within 25 days or less. Larger claims may take more time, as they are dependent upon local authority investigations.

Claims are paid directly to the address provided.

CONFIRM
COVERAGE

GATHER
SUPPORTING
DOCUMENTS

SUBMIT
CLAIM

REPRESENTATIVE
ASSIGNMENT &
COMMUNICATION

DECISION