

Compensation Claim Form



Ways to make a claim

- 1) **Online** - Go to jacanaenergy.com.au and download the PDF application.
- 2) **Email** - Send a completed copy of this form to: resolutions@jacanaenergy.com.au
- 3) **Post** - Mail completed form to: Compensation Claim Jacana Energy GPO Box 2601, Darwin NT 0801

Important: Please include any documents/evidence to support your claim such as receipts, invoices, photographs etc.

1. Claimant details

Are you claiming as a: Residential customer Business customer Other party

First name

Last name

Electricity account details

Business or account holder name

NMI or Meter number(s) (as listed on the electricity account)

Contact details

Mobile number

Daytime phone number

Email

Postal Address

Business name (Complete this section for business claims only)

ABN

2. Incident details

Date

 / /

Time

Address associated with claim (where loss or damage occurred)

Items lost or damaged

Refrigerated or Frozen	Quantity	Description	Place of purchase	Amount claimed
			Total claim	\$

Declaration

By signing this form you acknowledge that:

- The information provided on this claim form, including any attachments, is true and correct to the best of your knowledge.
- You are the owner of the lost or damaged property identified in this claim form.
- You have read and understand the 'frequently asked questions' section of this form.

Signature

Date

Office use only:

Claim number

Frequently asked questions

Under what circumstances can I make a claim?

Jacana Energy will compensate customers where a disconnection in error has occurred by our actions. If you believe Jacana Energy is responsible for your loss, you may submit a claim that will be assessed to determine whether you are entitled to compensation.

Do I need to provide additional documentation?

Please include all documentation to support your claim, such as receipts and photographs, and a detailed list of each item you're claiming compensation for, including the monetary value.

How long will my claim's assessment take?

We aim to complete all claims within 10 business days. If the claim is more complex, we will explain the reason for the delay, advise you of a new timeframe and keep you informed of the progress.

Will I be compensated for all loss or damage?

We will help customers meet a fair and reasonable outcome for costs associated with loss of each item due to disconnection made in error by Jacana Energy. These will be assessed on a case by case basis.

Privacy

The privacy of our customers is important to us. The information supplied on this form will be used in relation to the investigation and assessment of your claim, and in accordance with our Privacy Policy. In processing your claim, Jacana Energy may need to disclose the information supplied to third parties within the electrical, insurance and legal industries.

Privacy Notice

By submitting this form you consent to Jacana Energy's use, holding and disclosure of personal information in accordance with our privacy policy available at www.jacanaenergy.com.au/privacy

Power Retail Corporation trading as Jacana Energy • ABN 65 889 840 667 • GPO Box 1785, Darwin NT 0801 • 1800 522 262 • www.jacanaenergy.com.au