

Global Emergency Assistance

Whilst on a journey, an insured person has access to our global assistance services should an emergency occur, medical or otherwise.

Liberty Global Emergency Assistance has partnered with World Travel Protection (WTP). You, or the insured person, can contact WTP by calling +61 2 8907 5604.

Scan and save emergency assistance contact details

The details below can be added into your smartphone by scanning the QR code and saving the details into your contacts:



+61 2 8907 5604



assist@worldtravelprotection.com

Making a claim

The completed claim form and all supporting information can be lodged with Proclaim via email, post or eFax.



ahclaims.au@libertyglobalgroup.com



Liberty Specialty Markets, c/-
Proclaim Management Solutions,
Locked Bag 32012, Collins St East, VIC 3404



To make an enquiry or request a claim form
please call 1300 552 446 or +61 3 9660 5200



eFax 1300 858 329 or +61 2 8551 8681

When Proclaim receive your completed claim form, you'll receive a confirmation email containing your claim number and their contact details.

Please note that we may require written proof of loss in order to consider any claim under the policy, inclusive of originals (or certified copies) of all documentation, including certificates, receipts, and other relevant information. Please note that if we do not receive the appropriate documentation in the format we reasonably require, any claim settlement may be delayed.