



LMI Claims Process

When to make a claim

A claim for loss can be lodged with QBE LMI when the mortgaged property has been sold and settled and there is a shortfall of funds to payout the loan in full.

The claim should be lodged within 30-days of the settlement date, or within a reasonable period when all documents and information we require for assessment have been collated.

How to make a claim

Online lenders

Once the property has been sold and settled, the lender can enter the claim information and submit to QBE LMI for assessment using ImiCONNECT®.

Traffic lights in ImiCONNECT® ensure all pre-claim data required to complete a claim has been successfully uploaded and submitted to us for assessment.

When each stage of the pre-claim process is complete without error/warnings, a traffic light will change to green. Once all stages of the pre-claim process are green, a claim can be submitted.

All other lenders

Once the property has been sold and settled, the lender can forward its claim for loss to the QBE LMI claims team by emailing lmirealisations@qbe.com

To ensure an efficient claims experience, we recommend a claim is submitted only once all required documents can be provide in line with our prescribed minimum documents standards. A copy of the QBE LMI claim form can be located at the bottom of the Forms page at www.qbelmi.com