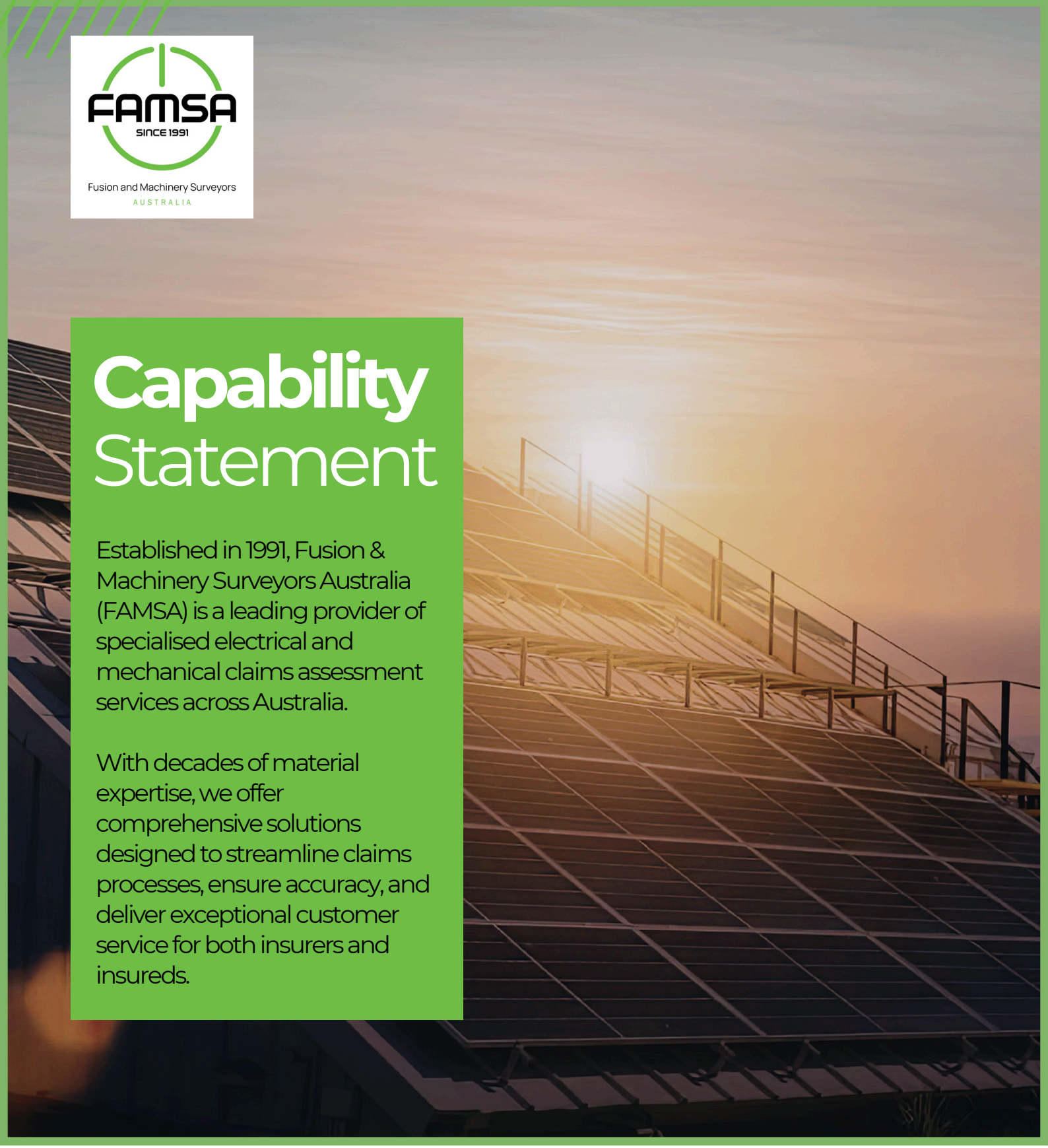
FAMSA
SINCE 1991
Fusion and Machinery Surveyors
AUSTRALIA



Capability Statement

Established in 1991, Fusion & Machinery Surveyors Australia (FAMSA) is a leading provider of specialised electrical and mechanical claims assessment services across Australia.

With decades of material expertise, we offer comprehensive solutions designed to streamline claims processes, ensure accuracy, and deliver exceptional customer service for both insurers and insureds.

Why choose our team?

- Proven Expertise
- Trusted Partner
- Customised Solutions

Request assessment

www.famsa.com.au
1300 432 672

Our Core Services

1. Desktop Assessment & Document Validation (National Coverage)

We provide efficient desktop assessment and document validation services for domestic and commercial electrical and mechanical claims. This service is ideal for situations where an insured has already obtained a quote or completed repairs.

It is specifically designed to support claims areas managing high volumes of fast-track technical claims, ensuring quick and accurate validation of costs and legitimacy.

- Scope: All domestic and commercial type electrical & mechanical claims.
- Coverage: Nationally across Australia.
- Benefits: Supports high-volume, fast-track claims; validates costs and legitimacy; reduces administrative burden.

2. Onsite Inspection (National Coverage)

Beyond desktop assessments, we offer comprehensive onsite inspection services to physically confirm damage. Our in-house team is complemented by a trusted network of specialist electrical contractors. This service ensures a high level of insured support.

- Scope: Majority domestic and commercial type electrical & mechanical claims.
- Coverage: Majority of Queensland (QLD), New South Wales (NSW), Australian Capital Territory (ACT), Victoria (VIC), Northern Territory (NT) and South Australia (SA). Limited Western Australia (WA) and Tasmania (TAS).
- Benefits: Confirms damage on-site; offers high-level customer service.

Our Core Services

3. Repair Services (National Coverage)

Beyond desktop assessments, we offer comprehensive repair services to physically confirm damage. Our trusted network of specialist electrical contractors can provide quotes and, if required, complete repairs or replacements. This service ensures a high level of insured support, assisting when they are most in need.

- Scope: Domestic claims only.
- Coverage: Majority of Queensland (QLD), New South Wales (NSW), Australian Capital Territory (ACT), Victoria (VIC), Northern Territory (NT) and South Australia (SA). Limited Western Australia (WA) and Tasmania (TAS).
- Benefits: Provides fair and reasonable quotes and facilitates repairs/replacements; offers high-level customer service.

Partnering with FAMSA:

Direct Engagement for Insurers: Our system allows instructions to be received directly from an insurer. Our final report includes findings, outcomes, recommendations and potentially additional comments. To ensure correct reporting we like to have an understanding of policy types and wordings were applied.

Streamlined Assessment Management - My Assessment: We are committed to continuous improvement. We have recently developed a dedicated assessment management system, "My Assessment." This platform will provide online user access for claims teams, allowing for direct lodging of requests and real-time monitoring of assessment progress through to completion and report delivery. We are in the final stages of releasing this feature and look forward to sharing more information soon.
Tailored Solutions: Our services can be tailored and fine-tuned to suit your specific requirements.

How to Request an Assessment

To request an assessment, please email our data entry area at: new@famsa.com.au
Information Required:

- The instructing person's/companies details, including return email.
- Reference number / insurer's claim number (or both).
- The insured/client details.
- Policy/cover/excess details (if you require this to be referenced in the report).
- For a document assessment, any quotes, invoices, or reports obtained by the insured. We will then make any further enquiries with the client's repairer if required.

About Fusion & Machinery Surveyors Australia

Fusion & Machinery Surveyors Australia (FAMSA) is proud to assess domestic, rural & commercial fusion, machinery breakdown & lightning claims. We provide service excellence for both the insured & the insurer and specialised knowledge while assessing the cost & legitimacy of the claim.

Items we assess included (but are not limited to) antennas, air conditioners, alarms & intercoms, computers & printers, dishwashers, Electrical eg. ceiling fans, stoves & ovens, hot water systems, ducted vacuums, garage doors & gates, garden & power tools, kitchen appliances (fridges, microwaves), media (televisions, audio systems), lift chairs, office equipment, solar systems, milk vats, refrigerated cabinets, cold rooms and feed systems.