
From: Esteban Salazar
Sent: Monday, 9 November 2020 11:51 AM
To:
Subject: Fwd: I was in an accident

Fyi

----- Forwarded message -----

From: Esteban Salazar
Date: Mon, 26 Oct 2020 at 11:22 pm
Subject: Re: I was in an accident
To: Uber Support <contact_eb4cc698-9dd7-4276-932a-5dae2b66f662@email-support.uber.com>

Dear all,

I hope you're having a good day,

Please notice that my accident was over a month ago, I was wondering if uber eats offers some financial support due to this accident when the insurance company stops covering (the policy with the insurer last up to 30 days).

I still have workcover NSW certificate of capacity with a next review date 9th of November 2020.

Thank you for your time and consideration,

Best regards,

Esteban

On Mon, 26 Oct 2020 at 10:39 pm, Uber Support <contact_eb4cc698-9dd7-4276-932a-5dae2b66f662@email-support.uber.com> wrote:

/// Please enter your reply above this line. Replies below this line will not be received. \\\

Uber

| Support

WAITING FOR YOUR REPLY

I was in an accident

Sunday, September 20, 2020 at 8:21:10 AM · UberRUSH

Hi Esteban,

Thank you for reaching out, we're sorry to hear about this accident, we hope you're okay and you make a quick recovery.

As you may be aware, Uber holds a personal injury insurance policy with Chubb Insurance for driver-partners and delivery-partners who have been involved in an accident while on trip. The policy includes coverage for common types of personal injury. You can find more information about the policy and what is covered [here](#).

Please continue to seek any medical attention you may need, and let us know if you need to make a claim in relation to the coverage mentioned above.

You can always get in touch through the "Help" section of the app. We are here to help.

Sent by Tristan on Monday, October 26, 2020 at 11:39:36 AM

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From: Esteban Salazar
Sent: Monday, 9 November 2020 11:51 AM
To:
Subject: Fwd: I was in an accident

FYI

----- Forwarded message -----

From: Esteban Salazar
Date: Mon, 26 Oct 2020 at 11:51 pm
Subject: Re: I was in an accident
To: Uber Support <contact_eb4cc698-9dd7-4276-932a-5dae2b66f662@email-support.uber.com>

Dear all,

Thank you for your prompt answer, the cover with Chubb is up to 30 days (the accident was on the 20th of September around 9 am), I'm still under certificate of capacity unable to work, I am asking if Uber offers financial compensation in these cases.

Many thanks for your time and consideration,

Best regards,

Esteban

On Mon, 26 Oct 2020 at 11:44 pm, Uber Support <contact_eb4cc698-9dd7-4276-932a-5dae2b66f662@email-support.uber.com> wrote:

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Uber

| Support

WAITING FOR YOUR REPLY

I was in an accident

Sunday, September 20, 2020 at 8:21:10 AM · UberRUSH

Hi Esteban,

My name's RC from the Community Operations team at Uber.

As you may be aware, Uber holds a personal injury insurance policy with Chubb Insurance for driver-partners and delivery-partners who have been involved in an accident while on trip. The policy includes coverage for common types of personal injury. You can find more information about the policy and what is covered [here](#).

You can always get in touch through the "Help" section of the app. We are here to help.

Sent by RC on Monday, October 26, 2020 at 12:43:56 PM

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From: Esteban Salazar
Sent: Monday, 9 November 2020 11:52 AM
To:
Subject: Fwd: I was in an accident

Fyi

----- Forwarded message -----

From: Esteban Salazar
Date: Tue, 27 Oct 2020 at 1:23 pm
Subject: Re: I was in an accident
To: Uber Support <contact_eb4cc698-9dd7-4276-932a-5dae2b66f662@email-support.uber.com>

Hi Arya,

I hope you're ok. I think I am not making myself understood. I had my accident on the 20th of September 2020. The policy with chubb insurance covers only 30 days, it has been more of 30 days and I still hold a current workcover NSW certificate of capacity with next review date 9th of November 2020 with my treating doctor.

I was wondering if uber eats would offer me financial compensation for the days I can't work due to my accident injury and the insurance company (chubb) will not cover because they just cover a maximum of 30 days.

Best regards,

Esteban

On Tue, 27 Oct 2020 at 7:25 am, Uber Support <contact_eb4cc698-9dd7-4276-932a-5dae2b66f662@email-support.uber.com> wrote:

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| Support

NO RESPONSE NEEDED

I was in an accident

Sunday, September 20, 2020 at 8:21:10 AM · UberRUSH

Hi Esteban,

Arya here from the Community Operations team at Uber. Thank you for reaching back out regarding this matter.

As mentioned, Uber holds a personal injury insurance policy with Chubb Insurance for driver-partners and delivery-partners who have been involved in an accident while on trip. In regards to your inquiry, the coverage summary does state that there's a maximum amount of inconvenience payment that's covered for by the policy. More information about this program can be found [here on this website](#) or a more detailed version of the coverage summary can be read [here](#).

Additionally, you can also reach out to Chubb to find out more information about the policy. If you have received your claim number and have an inquiry about an existing claim, you can contact Chubb directly using the details received on your registered email address, Monday to Friday, 9am to 5pm AEST.

I hope this provides further context, thank you for your patience and understanding.

Sent by Arya on Monday, October 26, 2020 at 8:25:05 PM

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