

CONTACTING US

Have a question?

If you have a question about the promotion, please read through all the promotion FAQs. To view the FAQs, please select [Australia](#) or [New Zealand](#) and select FAQs from the menu options.

Need help lodging your claim?

If you are unable to find an answer to your question in the FAQs, or you require assistance to lodge your claim please call **1800 673 108** (Australia) or **0800 401 287** (New Zealand) and one of our friendly Customer Service Representatives will be able to assist you further.

The promotion hotline is open from 9.00am – 5.30pm AEST Monday – Friday.

Want to check the status of your claim?

Alternatively, if you have lodged a claim, to view the status of your claim simply select [Australia](#) or [New Zealand](#) and enter your email address and ticket ID (which is issued to you after you submit a claim) via the 'View Status' form at the bottom of the form.

Yours Sincerely,

Trend Micro Customer Service Team