

PROPERTY ASSISTANCE CENTRE

Information for Customers

AMP Capital has a 24 hour Property Assistance Centre which supports AMP Capital customers with building maintenance matters.

Nominated customer representatives can log a request with the AMP Capital Property Assistance Centre online or by phone.

How AMP Capital Property Assist can help you?

The Property Assistance Centre can assist you with the maintenance of AMP Capital owned and managed buildings and facilities. Work requests logged by customers will assist Building Management to maintain quality service standards, manage environmental conditions and control a safe workplace.

A work request can be raised for building related issues. For example:



If a work request is found to relate to customer systems you will be contacted by Building Management.

Registration Checklist



To register for AMP Capital Property Assist follow these simple steps;

1. Call the Property Assistance Centre to obtain your building code.
2. Go to www.ampcapital-propertyassist.com. Enter your building code.
3. Enter your details as required and submit for approval. Once approved, you will receive confirmation of your registration by email with your login details. You may then commence using Property Assist.

How to log a request?



CALL
1300 26 72 72

OR



LOG IN AT
WWW.AMPCAPITAL-PROPERTYASSIST.COM

- > Go to "Work Request System"
- > "Submit new request".
- > Fill in the form with the details of your request and submit.
- > You will receive updates via email on the progress of your request.

www.ampcapital-propertyassist.com

Australia: 1300 26 72 72

New Zealand: 0800 45 31 98

USEFUL TIPS:

- > Appoint one representative to manage log-in requests.
- > Customers with multiple tenancies, check you have selected the correct property before submitting a work request.
- > Use your assigned work order number to track the progress of your request online.
- > Regularly check that the registered primary contact details are current.