CLAIMS INFORMATION

If you need to make a claim, please take a moment to read the following information so that we can process your claim quickly.

**\*\*\* IT IS IMPORTANT THAT THE CLAIM FORM IS FULLY COMPLETED (ALL PAGES), SIGNED AND RETUREND TO US ASAP. ANY DELAY IN RETURNING THE CLAIM FORM AND RELEVANT INFORMATION TO YOUR INSURER, MAY PREJUDICE THE OUTCOME \*\*\***

**DO**

* Make a note of the name, registration number and insurer of the other parties vehicle, if they have caused the damage to your property. If any witnesses are available, please note their information in the relevant section on the claim form
* Take all reasonable steps to minimise any further loss or damage to the property in question

**DON’T**

* Proceed with repairs or replacement of the item without your insurers direction
* Dispose of damaged property until advised
* Admit liability to another party for any loss or damage

Some insurers have preferred repairers for lost or damaged items. You will usually be asked to obtain a quote for repair or replacement, and sometimes a damage report showing what the damage is, and if it is repairable or not.

**If the loss is due to Burglary, Theft, Arson or Intentional Damage, you are required to notify the police and obtain the police report number for our records.**

Please do not proceed with replacing a lost item as your insurer may be able to obtain the item for less through their own preferred supplier

ANY QUERIES RELATING TO LODGING A CLAIM OR THE CLAIM MANAGEMENT PROCESS, PLEASE CONTACT US ON 0800 887 139