



What to do in the event of a property claim when you suffer damage or a theft?

When an accident occurs it is important that the matter is reported to us and your insurance company as quickly as possible.

To assist the claim to go smoothly, please provide as much of the following documentation and evidence at the earliest stage possible.

- **Emergency Steps:** Do everything you reasonably can to protect yourselves from further damage or injury. Just keep a record of what was done and share that with us as soon as possible.
- **Damage or theft details:** Tell us as much as you can about what's happened, including anything that's been recorded in an accident log or book, if you have one.
- **Crime Reference Number.** If this matter has been reported to the police please let us know which station you went to and what their reference number is.
- **Photos:** Look to take pictures of any damage caused or photos that you might have for items gone missing.
- **Estimates and Invoices:** Provide any estimates and invoices for the damage or stolen items especially for any emergency activity that you need to do.
- **Additional Costs:** Keep a record of all of the additional expenses that you are incurring as a result of the damage. This will be useful in understanding the size of your claim.