

HOW TO FILE A CLAIM

Under the Terms of your Policy, you are required to notify the Settling Agents in writing within 7 days of delivery of your intent to claim.

Step 1

On delivery, check each item off against the Inventory. Note anything missing or damaged on the carriers Delivery Receipt.

Notify the office of the Delivery Agent immediately.

Keep a copy of the Delivery Receipt and do not dispose of any damaged items until your claim has been settled.

Step 2

Once you are satisfied that all lost/damaged items have been identified, inform the Agent shown on your Insurance Certificate, in writing, of your claim and supply the following information :-

- a] Your name and address
- b] Insurance Certificate Number
- c] Your intent to file a claim
- d] Nature of loss or damage (breakage, pilferage, water etc)
- e] If available, your assessment of the amount of the claim

Step 3

The Insurers Agent will forward a claim form and a request for any further information or documentation necessary to process your claim.

Step 4

Return your completed documentation as listed below to the Insurers Agent.

- a] A completed Claims Form listing the damages in detail, dated and signed.
- b] Original Insurance Certificate
- c] Written professional estimate for repair of damage.
- d] Written estimate supporting replacement cost of missing or destroyed items.
- e] Photo's of damaged items where possible.
- f] A copy of the delivery receipt
- g] A copy of the Bill of Lading or Airwaybill
- h] A copy of the signed inventory.

Step 5

The Insurer may request additional information or an examination of the damages prior to settlement. Please respond promptly to any request to avoid delay in handling this matter

If a claim is made for an item of exceptional value, the Insurer has the right to request you provide “Proof of Ownership” and a professional valuation.

In the event you require further assistance in filing your claim, you can contact our Insurance Brokers, Collins Halden & Burnett on E-mail enquiries@chbl.co.uk or telephone (01224) 595014.