

# Making a new property claim

## A handy checklist

These are the essential details we need to know about when a new claim is reported. During the first notification we'll review the claim to make sure it gets the treatment it needs, from the right specialists, at the right time.

### Client Details

- Name
- Policy number
- Contact telephone number (including mobile phone numbers)

### Loss or damage details

- Date and time of discovery
- Loss address
- When, how and where the loss or damage occurred
- The type and extent of damage
- Details of who discovered the damage
- Details of any warranties applicable to the policy
- Estimated amount of claim
- Have any estimates been obtained (insurers will require two)

### Proof of ownership (if applicable)

- Original receipts

### Any police involvement (if applicable)

- If yes, please provide PC name and appropriate reference number

If you are concerned about the damage and feel immediate repairs are required you must act as though you are uninsured. Photographs should be taken prior to any works being carried out and invoices settled. **NB** this must not be taken as acceptance of the claim by insurers.