

Your claim with Zurich



You tell us about your claim



We will ask a loss adjuster to help you, they will visit you to progress your claim



Over a period of time your loss adjuster will investigate the cause of the damage



Your claim is complete



Your loss adjuster will help you arrange the repairs with our wide network of Zurich approved repairers



If there is no more movement, repairs can be completed. You will need to pay your excess



If there is still movement we will carry out further investigations to find the cause



We'll ask you some questions:

- When did you notice the damage?
- Where is the cracking in the property and has it got worse over time?
- Can you open windows and doors normally?
- How old is the property?
- Are there any nearby plants or trees?
- Has there been any construction nearby recently?
- Are there any structural reports available?



When we know the cause, the loss adjuster will form a plan to stabilise the damage



We will monitor the area to ensure there is no more movement



 Please take photos of the damage if you can as it helps later on. To help us understand the scale of the damage, please hold a coin next to the crack

Please let us know if you would like a copy of this in large print or braille, or on audiotape or CD.

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