

Your claim with Zurich



You tell us about your claim



We'll ask you some questions:

- How and where did the fire start?
- What's damaged?
- When did it happen?
- How many rooms are affected?

If arson is suspected, please provide a crime reference number



If your contents are insured with Zurich and have been damaged by this incident we'll work with you to get these restored, repaired or replaced



Depending on what's happened we'll help you decide on the best way to get your property back to normal

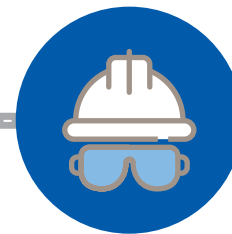
If needed, we'll use our network of specialists who'll help with:

- Drying any water damage
- Looking after you



We may arrange some extra support for you to help progress your claim and fix the damage

This might be from a loss adjuster or a specialist contractor



Our specialists will let you know what repairs are needed



Your claim is complete

You pay any excess needed. We'll approve and pay for the repairs

We'll deduct your excess from your final settlement

If you have a loss adjuster they'll help you arrange the repairs

You can choose to get the repairs completed by one of Zurich's wide network of approved repairers

For minor damage, you can choose to manage the repairs yourself. Please get an estimate for us to review



Please take photos of the damage if you can as it helps later on

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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UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ.

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