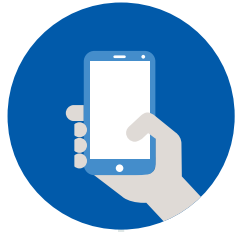


# Your claim with Zurich



**You tell us about your claim**



**We'll ask you some questions:**

- What's happened?
- What's damaged?
- When did it happen?
- What was the source of the flood?
- How many rooms are affected?
- How deep is the water?
- Is your property watertight?



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

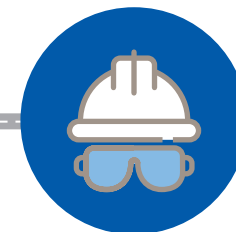
If needed, we'll use our network of specialists who'll help with:

- Drying
- 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**

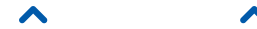


You pay any excess needed. We'll approve and pay for the repairs



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



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

As part of the repairs our specialists will talk to you about ways to make your property more resilient against flooding

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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