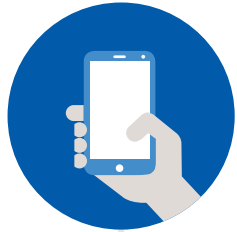


Your claim with Zurich



You tell us about your claim



We'll ask you some questions:

- What's happened?
 - What's damaged?
 - What's been taken?
 - Was anyone home at the time?
 - How did they get in?
 - Is the property secure?
- Please provide a crime reference number if you have one*



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



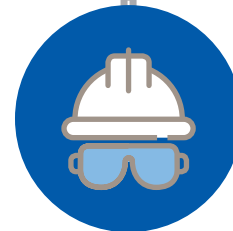
Depending on what's happened we'll help you decide on the best way to get your property back to normal

If needed, we'll use our network of specialists who'll help with looking after you and getting your property secure



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



To help us settle your claim, please provide a list of the items taken and proof of ownership such as photos and receipts. Our specialists will let you know what building repairs are needed



Your claim is complete

When we've got everything we need we'll discuss how we'll take payment for your excess and settle your claim

If you have a loss adjuster they'll help you arrange the repairs and replace your items

You can choose to get any building 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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