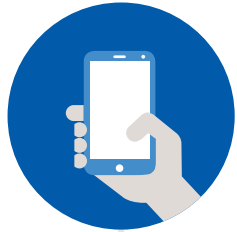


# Your claim with Zurich



**You tell us about your claim**



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

- What's happened?
  - What's damaged?
  - Is it structurally safe?
  - Was anyone else involved?
- Please provide a crime reference number if you have one*



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



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

If there's someone else at fault we may ask our solicitors to help us recover costs



**Your claim is complete**

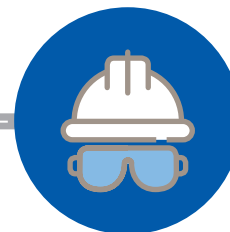
*You pay any excess needed. We'll approve and pay for the repairs*

*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



Our specialists will let you know what repairs are needed



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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