## Your claim with Zurich





## You tell us about your claim



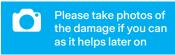
## We'll ask vou some questions:

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





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

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

We'll deduct

your excess



Our specialists will let you know what repairs are needed Please let us know if you would like a copy of this in large print or braille, or on audiotape or CD.

## **Zurich Insurance Company Ltd**

A public limited company incorporated in Switzerland. Registered in the Canton of Zurich, No. CHE-105.833.114, registered offices at Mythenquai 2, 8002 Zurich. UK Branch registered in England and Wales no BR000105. UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ.

Zurich Insurance Company Ltd is authorised and regulated in Switzerland by the Swiss Financial Market Supervisory Authority FINMA. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request. Our firm reference number is 959113.

Communications may be monitored or recorded to improve our service and for security and regulatory purposes.

© Copyright – Zurich Insurance Company Ltd 2023. All rights reserved. Reproduction, adaptation or translation without prior written permission is prohibited except as allowed under copyright laws.

