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

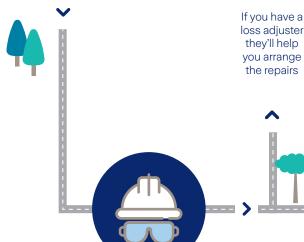




We may arrange some extra support for you to help progress your claim and fix the damage

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





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

or your excess from your final settlement

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

to 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 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

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