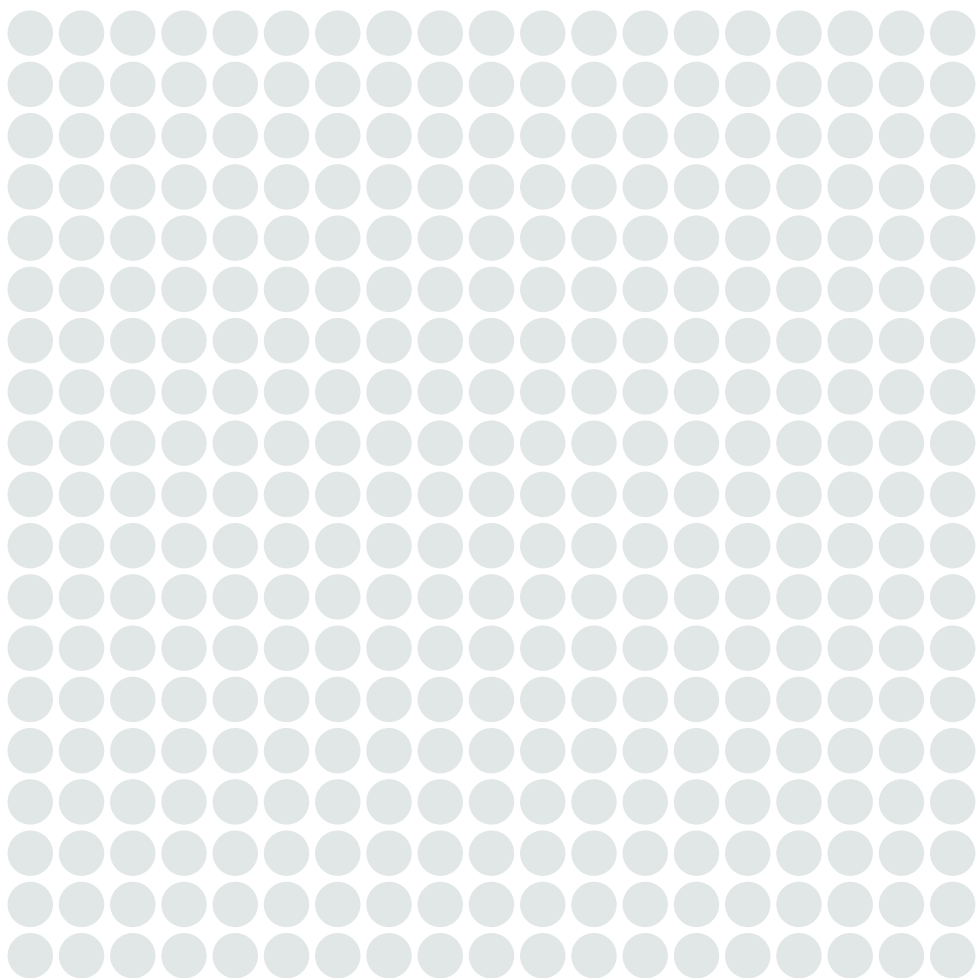




Everything you need to know about making a home insurance claim





Advice if you need to make a claim

Should you need to make a claim, you can rest assured that Zurich is here to help.

- **Remain calm!**

If the problem involves escaping water (for example a burst pipe) or electrics, turn off the mains supply immediately if it is safe to do so. Remember to close down your central heating boiler at the same time. Review the situation briefly and quickly. This will help you to properly explain the situation to us and let us know your immediate requirements.

- **Are you in an emergency situation?**

If you have purchased optional Home Emergency Expenses cover, please call **0344 493 2843** for emergency assistance.

If you do not have this additional cover, but need emergency assistance, we will try to help by putting you in touch with a Tradesman who can help with your emergency. Call us on **0800 026 1751**.

Please be aware that if a tradesman is sent to your property, and you have not purchased optional Home Emergency Expenses cover, you will be responsible for all the cost incurred. Tradesmen visiting your home have no authority to advise what is, or is not, covered by your policy and you will be expected to pay the tradesman for work undertaken. If the damage is covered by your policy, Zurich will reimburse you for the cost, less any policy excess that may apply.

- **Call us.**

Call **0800 026 1751** and explain the problem to our skilled claims advisers who will be able to tell you the next steps in making your claim. Our lines are open 24 hours a day and our team can help you if you need emergency assistance.



How to make a claim

Our specialist claims team will help make your claim as smooth as possible. Please report all losses and damage to us immediately so we can advise you on what to do next and manage your claim. We'll offer you assistance throughout the process and keep you updated with the progress of your claim.

Follow these simple steps:

1 Emergency help

If you need emergency help (e.g. to fix a burst pipe), and you have purchased optional Home Emergency Expenses cover, call **0344 493 2843**. Alternatively, ring our 24 hour claims assistance number **0800 026 1751** anytime, any day.

Be ready to tell us the following:

- Your name, address and telephone number
- The place where the loss or damage occurred
- What caused the loss or damage

2 Background information and photographs

It is important that you give us as much information as possible about the circumstances of the loss or damage, so that we can handle your claim as quickly as possible. It might even help to take photographs that you can send to us.

3 Next steps

When we have taken all the details of your claim, we'll explain the next steps to you and keep you up to date with developments on your claim so you know what's going on.

Existing claims

If you are calling us about a claim that you have already told us about, or a new claim that isn't an emergency, our team will be available Monday to Friday, 8am to 6pm and Saturday 9am to 1pm.

**Zurich claims
assistance helpline
0800 026 1751**



Home insurance cover benefits

- 24 hour claims assistance helpline.
- Following a claim, you'll receive the repair guarantees provided by our approved suppliers.
- UK call centres for customer service and claims.
- Somewhere to stay if something happens to your home (following an insured event) which means you can't live there until it's fixed.
- Up to £1000 to cover replacement locks if you get broken into or you lose your house key.

Conditions apply

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