

Your claim with Zurich



You tell us about your claim



We'll ask you some questions:

- What's happened?
- What's damaged?
- When did it happen?
- What were the weather conditions?
- Is your property water tight?
- Have any temporary repairs been made?



Please take photos of the damage if you can as it helps later on



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



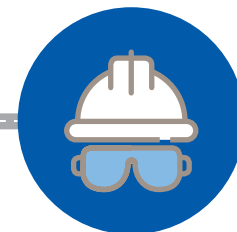
Depending on what's happened we'll help you decide on the best way to get your property back to normal

- If needed, we'll use our network of specialists who'll help with:
- Drying
 - Looking after you



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

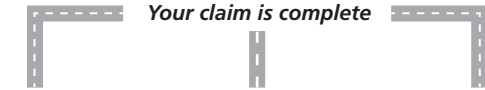
This might be from a loss adjuster or a specialist contractor



Our specialists will let you know what repairs are needed



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



Please let us know if you would like a copy of this in large print or braille, or on audiotape or CD.

Zurich Insurance plc is authorised by the Central Bank of Ireland and authorised and subject to limited regulation by the Financial Conduct Authority. Details about the extent of our authorisation by the Financial Conduct Authority are available from us on request. Our FCA Firm Reference Number is 203093. Registered Office: Zurich House, Ballsbridge Park, Dublin 4, Ireland. UK Branch registered in England and Wales Registration No. BR7985.

UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ.

© Copyright – Zurich Insurance plc 2019. All rights reserved. Reproduction, adaptation, or translation without prior written permission is prohibited except as allowed under copyright laws.

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