

How to claim

Claim checklist

By calling one number **0800 302 9055**, you can now inform us of claims on any Zurich Insurance plc policy issued by Zurich UK Commercial. Streamlining our claims process, means you no longer have to complete a claim form. We can now process a claim by you simply calling with the following details:

- your name and company details
- the policy number and issuing branch (this can be found on your certificate of insurance or policy schedule).

Type of claim

Motor	Property and engineering	Liability
Insured driver details date of birth, name, contact numbers, motoring convictions	Loss or damage when, how and where the loss or damage occurred	Insured contact details name and phone number
Incident details date, time, how it occurred, attributable blame	Theft, damage by malicious persons or accidental loss details of who discovered the damage (including date and time of discovery)	Claimant details name, contact details, date of birth, employer details (if different from policyholder)
Insured vehicle details make, model, registration, damage, location of vehicle (if recovery is needed)	Police involvement contact details of police who attended (incident reported to) and crime reference number	Incident details date, time, place, how it occurred, names of witnesses and people involved
Third party details name, contact details, vehicle registration, insurer, policy number	Previous losses previous loss or damage details	Injury details contact details of injured party, nature of injury, hospital details (if attended) and date returned to work
Injuries contact details of injured party and details of injuries sustained, details of vehicle in which injured party was travelling (if appropriate)	Other insurers if the property is covered by another insurer please provide their contact details	Public Liability/Products Liability Property Damage damage to property and estimated cost of repairs
Witnesses contact details		
Police involvement name and contact details for police who attended, police reference number		

One easy number
0800 302 9055

What to expect

Once you provide all the information to the Commercial Claims Centre, we will:

- advise you about the next steps
- provide you with an immediate solution to the claim situation e.g. arrange for your car to be taken to an authorised repairer
- proactively keep you or your broker informed about the progress of the claim
- proactively manage third parties (anyone claiming against you, as a Zurich Insurance plc policyholder can also contact us on the number below)
- work towards settling the claim as quickly as possible.

To enable us to give you the best possible service, please ensure that claims are reported to us as quickly as possible.

In order to speed up the process, both you, your broker and third parties can report claims to the Commercial Claims Centre, 24-hours a day, 7 days a week.

Calls are charged at local rate to keep costs low

0800 302 9055



CommunityMark
developed by Business in the Community

Zurich Insurance plc

A public limited company incorporated in Ireland. Registration No. 13460.

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.

Zurich Insurance plc is authorised by the Central Bank of Ireland and subject to limited regulation by the Financial Conduct Authority. Details about the extent of our regulation by the Financial Conduct Authority are available from us on request. These details can be checked on the FCA's Financial Services Register via their website www.fca.org.uk or by contacting them on 0800 111 6768.

Our FCA Firm Reference Number is 203093.

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

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