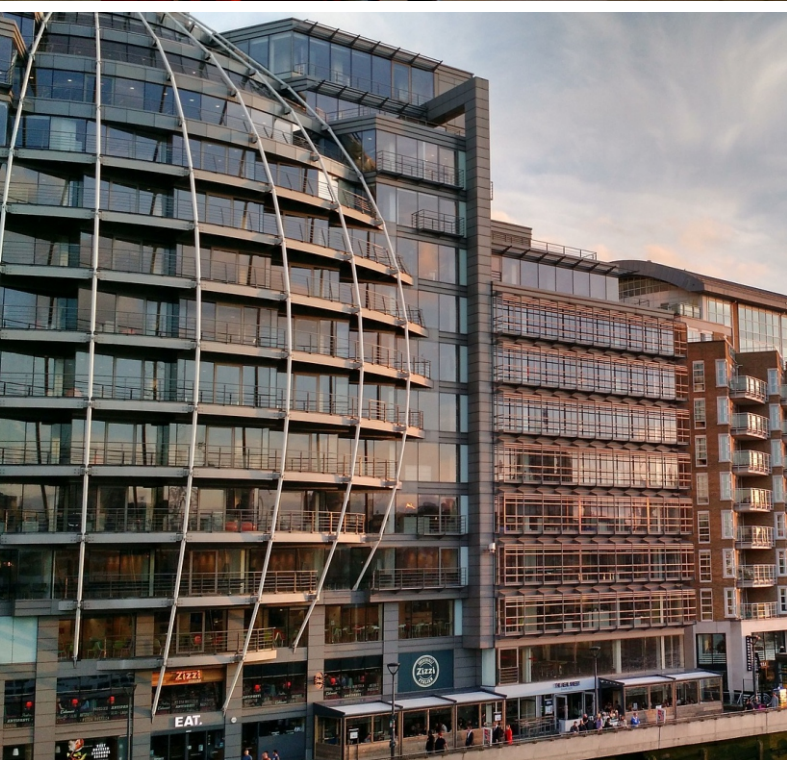


Intact Insurance Claims Required Information



In the event of an incident, please call our claims line on 0330 102 4100 or email intactinsuranceclaims@residentsline.co.uk

Suffering a claim is always a distressing event. By providing us with the following information, you will help us to ensure your claims are handled as quickly as possible.

The information on these pages is for guidance purposes only based on the kind of questions we are likely to ask and the information we are likely to need for certain types of loss. In some instances we may need further information depending on the individual circumstances of the claim.

Please note your policy may contain conditions, exclusions and/or endorsements that are relevant to your claim. If so we will need to check that these have been complied with before we can progress your claim.

POLICYHOLDER DETAILS

- Full name, Address, Contact details
- Policy number
- Details of person making the claim and their connection to the policyholder

LOSS DETAILS

- Date of loss (date discovered if different)
- Location of the loss
- Circumstances and cause of loss
- If the property is still habitable
- Was the property occupied at the time of the loss?
If not what date was it last inspected internally and externally by the policyholder or their appointed representative?

INFORMATION TO HELP SETTLE YOUR CLAIM

- Estimates and/or invoices on letter headed paper including:
 - Contractors contact details
 - Itemised costs for materials, parts and labour
 - Overview of work being carried out
 - VAT amount and status
 - Documentation supporting ownership and value of damaged items in excess of £250 such as original purchase invoices
- Photos of the damage
- For some claims we may need copies of the documentation that confirms you are responsible for the loss or damage, for example:
 - Lease agreement / Tenancy agreement
 - Hire or hire purchase agreement

PAYMENT INFORMATION

- Policyholder VAT status
- Payee name and also bank account and sort code for BACS payments
- Signed mandate if payment is to be made to someone other than the named policyholder

OTHER

- Depending on claim circumstances we may need to confirm that policy terms and/or endorsements have been complied with
- If you believe somebody else is responsible for causing the damage please advise why and retain any evidence that might assist in a recovery, for example
 - CCTV footage / photographs of the damage
 - The damaged item/part



LFI Claim info required Intact wef 01.01.26