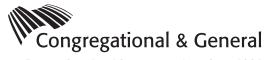
HOME INSURANCE CLAIM FORM



Protecting the things you value since 1891

*We are open 9:00am - 5:00pm Monday to Friday

excluding bank holidays

Name							
Address							
Please read the	conditions in your policy rega	arding claims	notification before cor	npleting t	his form.		
	urther questions, please do n	ot hesitate to	o contact Congregation	nal or you	r insuran	ce interr	mediary, if
ou have one.							
			Claim Namham				
Policy Nu	mber		Claim Number (If known)				
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SECTION 1	DETAILS OF POLICYHOLDE	:R					
SECTION 1 Name:	DETAILS OF POLICYHOLDE	iR					
Name:	DETAILS OF POLICYHOLDE	:R					
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Name:	DETAILS OF POLICYHOLDE	ER .					
Name: Address:	DETAILS OF POLICYHOLDE	ER .					
Name: Address: Postcode: Occupation:	DETAILS OF POLICYHOLDE			Mobile			
Name: Address: Postcode:	DETAILS OF POLICYHOLDE	Evening		Mobile Your mobile	number may k	pe used to co	ntact you
Name: Address: Postcode: Occupation:		Evening		Your mobile	ur claim only a		ntact you e used for any
Name: Address: Postcode: Occupation: Telephone: Day	DETAILS OF POLICYHOLDE	Evening		Your mobile regarding yo	ur claim only a		
Name: Address: Postcode: Occupation: Telephone: Day		Evening		Your mobile regarding yo	ur claim only a		

Section 2 Situation of Los	SS/DAMAC	GE			
Did the loss or damage occur at your home?			Yes	No	
If No, describe and give the location/address of					
the premises/place where loss or damage oc	he premises/place where loss or damage occurred.				
If Yes, is your home or any part lent, let or sul	b-let?		Yes	No	
If Yes, describe the parts lent, let or sub-let, a the names of the occupants.	and provide				
the names of the occupants.					
SECTION 7. DETAILS OF LOSS	/DAMACE				
SECTION 3 DETAILS OF LOSS/	DAMAGE				
Date and time of loss/damage:	Date:	/	/	Time:	am / pm
Explain fully how the loss or damage occurre	d:				
ADDITIONAL QUESTIONS FOR THEFT, BUR	GLARY, MONE	Y, RIOT (OR MALICIOUS	S DAMAGE, AND ALL RISK CLAIMS.	
NB. The policy requires that the police are im	mediately infor	med of a	ny loss under	he above headings.	
When was the loss or damage discovered?	Date:	/	/	Time:	am / pm
Who made the discovery?					
When was the property last seen?	Date:	/	/	Time:	am / pm
By whom was it last seen?					
	Date	,	/	Time as	
When were the police notified?	Date:	/	/	Time:	am / pm
Address of police station:					

SECTION 4 ADDITIONAL INFO	RMATION		
Have you ever sustained a loss or made a cla or had any claim made against you (other tha	im against any insurer for loss or dar n vehicles covered by a motor insura	nage to property nce policy)?	Yes No
If Yes, please give dates, type of loss and settlement figure:			
Are you the sole owner of the lost, damaged	or destroyed property?		Yes No
If No, state the name(s) of any other interested parties and the nature of their interest:			
Do you occupy the home as tenant?			Yes No
If Yes, please give name and address of the landlord:			
In respect of damage to the home or landlord	's fixtures (including internal decorati	ons),	Yes No
are you responsible for the repair of such dan If Yes, what is the limit	nage under the terms of a tenancy ag	greement?	
of your responsibility?			
Was there at the time of the occurrence any ceffected by you or any other persons, on the	other existing insurance, property for which this claim is made	? e.g. travel insurance:	Yes No
If Yes, please give details here:			
Are you registered (or liable to register) for VA HM Revenue & Customs the VAT paid on the The amount claimed should be net of reco	cost of repair or replacement in resp		Yes No
SECTION 5 BUILDING DAMAC	ie - Details of Claim		
If you have estimates or accounts, please NB. IF YOU ARE STILL AWAITING ESTIMA' Send us the form now and the estimates a	TES DON'T DELAY.	d claim form.	
Are estimates being obtained and will be s	ent later?		Yes No
Estimated cost of repair:	£		
Actual cost (if work has been done):	٤		
How much are you claiming?	£		

NB. If you are still awaiting estimates don't delay. Send us the form now and the estimates as soon as you receive them. Are estimates being obtained to be sent at a later date? Yes No							
DESCRIPTION OF ITEM	2) AGE OF ITEM	3) PRICE PAID	4) ESTIMATED COST OF REPAIR	5) REPLACEMENT COST (IF NOT REPAIRABLE)	6) DEDUCTION FOR WEAR & TEAR (IN RESPECT OF CLOTHING AND HOUSEHOLD LINEN)	7) AMOUNT CLAIME (REPAIR COST OF COLUMN 5 LESS COLUMN 6)	
c will pass any r aim. No sensitiv	ION ACT 1998 will be processed and necessary personal in	formation to relevan sed to any third par	t third parties such as Los	s Adjusters, Lawyers or	nt of a claim, Congregationa other professionals to assis Act please visit www.ico.gov	t in the settlement of	
surers pass info formation provic cident such as f	rmation to the Claims led and also to preven ire, water damage or	and Underwriting Ent fraudulent claims. theft which may or r	. When we receive your cl	aims notification, we may n, we may pass such info	es Ltd. (IDSL). The aim is to y search the database. Whe ormation relating to it to the es.co.uk.	n you tell us about ar	
					e amount(s) stated in respective the answers provided.	t of the items mentio	
			a Credit Reference Agenc debt tracing, and the prev		provisions of the Data Prote raud.	ection Act 1998.	
gnature(s) - all I	Policyholders must si	ign:		Dat	e:		



Congregational & General Insurance plc
Registered Office: Currer House Currer Street Bradford West Yorkshire BD1 5BA Registered in England No. 93688
Tel: 01274 700 700 Fax: 01274 370 754 or 390 740 (Underwriting) Email: claims@cgins.co.uk Web: www.congregational.co.uk





HOW TO CONTACT US REGARDING YOUR CLAIM

You can contact us via:

You can also write to us at:

Congregational and General Insuranc plc

Phone: 01274 700 700 **Fax:** 01274 370 754

Email: claims@cgins.co.uk

Currer House Currer Street Bradford

For further information visit: www.congregational.co.uk

BD1 5BA

SUBMITTING YOUR CLAIM

In order for us to consider your claim, you will need to forward a fully completed and signed claim form in addition to the items listed below:

Buildings

- If you are claiming for damage to the buildings please contact our claims department.
 We will usually require two estimates for repair, although we may appoint a loss adjuster or building specialist to inspect the damaged areas and validate the cause.
- If you are claiming for damage to drains please contact our claims department.
 We have approved drainage specialists that will attend the site, clear blockages and/or investigate the cause of the blockage if a repeat problem is suspected.
 You will be responsible for the cost of these investigations unless an insurable defect is identified, in which instance the costs will be covered under the terms of the policy.
 Our specialist supplier will guide you through the process and answer any questions you may have.

Contents

- If the claim includes loss or damage to contents, estimates for replacement will be required, as well as original receipts.
- If the claim includes loss or damage for specified items, including valuables, original receipts/ valuations/ proof of ownership will be required.
- If you are claiming for damage to electrical equipment such as TVs, camcorders
 or digital cameras, photographic evidence may be acceptable. Alternatively, an
 electrical damage report may be required from a qualified technician; the cost of
 such a report will be included in the settlement of a valid claim.
- If you are claiming for damage to a laptop, mobile phone, smart phone, electronic tablet or games console, please contact our claims department. We have approved specialists who will arrange to inspect and report on the damage sustained.
- If you have items stolen, you should notify the police immediately and provide us with the crime reference number.
- The claim form and all supporting documents and information should be sent to Congregational & General Insurance plc.

PLEASE NOTE: We may appoint a loss adjuster to assist us in dealing with this claim.

OUESTIONS

What is a loss adjuster?

A loss adjuster is an independent claim specialist who investigates whether your claim is covered by the policy, assesses the loss or damage and manages the claim on our behalf.

What is an excess?

All our policies include a policy excess. This is the first part of any claim that you have to pay yourself. Details of your excess can be found on your policy schedule. You may also have a voluntary excess in addition to the standard excess or a higher compulsory excess.

How do I pay the excess?

If we make a payment to you we will deduct the amount of the excess from that payment. If you have engaged a contractor or supplier this means you will fund the amount of the excess.

Does a claim affect my no claims discount?

For each and every claim paid under ANY section of your policy, your no claims bonus will be affected.

CLAIMS CHECK LIST

1) If emergency work is necessary to protect your property or to prevent further damage, please proceed as soon as possible and submit the appropriate invoices.

Please note that we will only pay for the cost of repairs if you have a valid claim.

Emergency Helpline Telephone Number

If you need emergency repairs carried out to your property or advice and guidance, then you should contact our Emergency Helpline:-

Emergency Helpline Telephone Number - 0800 1388 112

The helpline provides easy access to advice and guidance for many different types of emergencies. These are listed below:

Eurolaw Legal Advice Service Tax Advice Service Health & Medical Advice Service Domestic Assistance Service Veterinary Assistance Service Childcare Assistance Service Home Assistance Service

Additional services provided are:

Counselling Helpline - 0800 1388 115 Glass Replacement Service - 0800 1388 113

These services are available to both you and your family, permanently living in the home, free of charge during the Period of Insurance - calls from BT landlines are free, charges from mobiles and other network operators may vary, please check with your service provider. You may call these services at any time, in some instances the contact hours are limited. Please refer to the Helpline Services page in your policy booklet for full details.

Please DO NOT use the above services to report an insurance claim or enquire about an existing claim.

Call Congregational on 01274 700 700

We are open 9:00am - 5:00pm Monday to Friday excluding bank holidays.

- You should read this form through carefully. Once you've completed the form, please check that all relevant information has been included and keep a copy for your own records.
- Send the form to us at: Congregational & General Insurance plc, Currer House, Currer Street, Bradford, BD1 5BA.

If you prefer, you may forward this form via your insurance intermediary, if you have one. Please note that we cannot respond to your claim until notification is received by us.

- 4) Please DO NOT dispose of any damaged property without prior referral to us, as it may be necessary for it to be inspected.
- Your claim will be dealt with promptly and fairly. We may need to contact you for additional information.
- You should note that any claim paid under your policy will affect your no claims bonus at renewal.
- 7) You should also be aware that we seek to identify dishonest and/or exaggerated claims.

If you have any further questions, please do not hesitate to contact Congregational & General Insurance plc or your insurance intermediary.