

Dear Client

We are sorry to learn of the unfortunate occurrence reported to us. It is our aim to consider all claims speedily and as sympathetically as possible. You can help us by providing the information we ask for and answering, as fully as possible, any questions that we may have. Reference to your policy conditions and the notes on the claim form will indicate the correct procedure to follow, but we would like to explain some of these obligations in more detail. Your policy schedule will tell you which sections of the policy are in force.

The Claim Report Form is enclosed. Issue of the form does not imply any acceptance by insurers of any claim. Please make sure all appropriate sections are completed, sign the form and send it back to us as soon as possible.

When returning the completed claim form, please enclose the original purchase receipts relating to the items for which you are claiming. If the purchase receipt is not available then we may ask you for other evidence of ownership and value which may delay consideration of your claim. For some policies it is a condition that purchase receipts are produced, please check your policy wording to see if this applies to you.

If you are claiming for the theft of your trailer, we will require details of the anti-theft device in place at the time of the theft. A purchase receipt for the device should be submitted with your claim.

If you are claiming reimbursement of repair costs then please submit estimates. In most cases two estimates are better than one. If the cost of the repair is likely to exceed £100 then you should obtain our consent before proceeding, we may wish to arrange for the item to be inspected beforehand.

Please remember that all cases of theft or malicious damage should be reported immediately to the Police. The Police will provide you with a crime reference number.

We are here to help you and if you have any queries at all during the progress of your claim, please do not hesitate to telephone us.

Yours sincerely,

South Essex Insurance Brokers Ltd