

CLAIMS PROCEDURE

- 1 In the event of a claim, please complete a claim form as supplied, and return along with any original purchase receipts and/or estimates for replacement/repair costs. Two estimates are required for repair/replacement items. If possible, please also provide photographs of any damage that has occurred.
Please return the form and note that estimates will follow if these aren't available straight away.
- 2 The claim will then be submitted for consideration to JRP Claims Services. They deal with all claims on behalf of Insurers and will contact you direct.
- 3 If the claim is of a high value, there may be the need to instruct a Loss Adjuster to assess the claim. This will be done upon the instructions of the Insurers when the claim is notified. The Loss Adjuster will then deal directly with you through to final settlement.
- 4 Please note, the policy is subject to a £75.00 excess which will be deducted from the final settlement if the claim is agreed.
- 5 If you agree to JRP Claims Services contacting you by email, please note your address on the claim form.