

Buildings claim form

To be completed by homeowners

Property address (including post code)

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.....

Location of loss (e.g. kitchen etc)

.....

Your name(s) & initials(s)

.....

Contact

Numbers:

Daytime:

.....

Contact

name:

.....

Mobile no:

.....

Evening:

.....

Email address

.....

Estimate of total cost of repairs £

.....

Would you like Places for People to instruct contractors to complete the repairs on your behalf? Please answer YES/NO

If you answer "YES", we will either send your details to Crawford Contractor Connections, who will instruct a contractor to contact you directly to make an appointment to view the damage, or we will ask Zurich Municipal to appoint one of their approved suppliers who will contact you to discuss your claim.

If you answer "No" please submit two estimates for approval by insurers

Date of incident

.....

Time

.....

Cause of damage

.....
.....

Details of full circumstances surrounding incident

.....
.....
.....

Discovered by

.....

Reported by

.....

Police notified

YES / NO

Police reference

.....

Station notified

Have you made a claim in the last 3 years YES / NO

If yes, please provide details

Date Description of damage & value

.....

.....

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Date Description of damage & value

.....

.....

.....

Date Description of damage & value

.....

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.....

I/We confirm that this form has been completed by me/us and is true and complete to the best of my/our knowledge

Signed Date

Print name

Signed Date

Print name

Please return form to:

Insurance Team
4 The Pavilions
Port Way
Preston
PR2 2YB

Or email to:

Insurance.claims@placesforpeople.co.uk

A basic guide to your policy cover and claims procedure

Please read alongside your Summary of Cover

1. **What does your buildings insurance cover?**

Your policy covers your main residence including conservatories, outbuildings, yards and forecourts, fixtures and fittings, garages, walls, gates, fences, piping, ducting, cables, wires and public mains for which you're responsible. Remember, this isn't a contents policy, so you're responsible for arranging your own contents cover for such items as kitchen appliances, carpets and personal belongings.

2. **When can I claim?**

Your policy covers you for a range of events or perils. Please see your Summary of Cover for full details.

3. **What isn't covered?**

Most claims are subject to a policy excess. You can find details of this in your Summary of Cover. The main exclusions are noted in the Summary of Cover, but bear in mind that the policy doesn't cover wear and tear, general maintenance matters, poor workmanship and storm damage to fences and gates. Like all other insurance, the policy is subject to general conditions and exclusions. Again, please see your Summary of Cover.

4. **What can I do to avoid claiming?**

You need to take reasonable precautions to prevent or minimise any damage or liability which might result in a claim. This includes maintaining your property, ensuring you've lagged pipes and tanks to prevent freezing, if you're responsible for this, and that you've locked doors and windows when your property is empty.

You should also ensure work undertaken in the property is of an acceptable standard. To prevent serious fire claims, and for your own safety, consider installing a smoke detector. To minimise damage by water escape, identify where your stopcock is and make sure you can operate it easily.

5. **What if there's an emergency during out-of-office hours?**

Just call our emergency helpline on **0800 028 0336** or **0800 028 0338**.

You can use this if you've suffered significant damage, for example, from a storm, flood or fire. You will, however, still be required to complete a claim form in accordance with the procedures above, at the first opportunity. If you have any questions, please call the Insurance Team on **01772 897292/897298** or email

insurance.help@placesforpeople.co.uk. In some cases we'll need to inspect the damage. We will let you know if this is the case.

Zurich Municipal is a trading name of 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