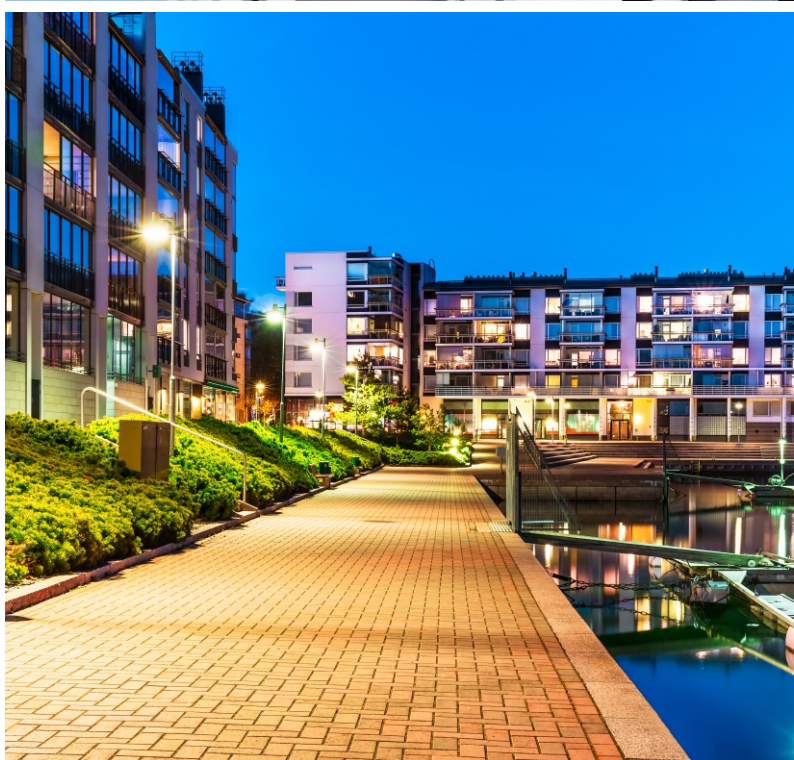


AXA Insurance Claims Required Information



Insurance Claims Required Information

In the event of an incident please use the following contact points.

Please quote scheme policy reference SCBDX7083216 and your policy number if this is available to you.

Property / Damage claims: **Tel:** 0330 094 7089

Email: axaclaims@flatlivinginsurance.co.uk

Liability / Injury claims: **Tel:** 0345 900 4185

Email: axaliabilityclaims@flatlivinginsurance.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.

ESCAPE OF WATER

- Incident details, including notes of where water is Coming from (e.g. fixed apparatus)
- Flats/rooms affected and sizes
- Estimate(s)
- Photograph(s)
- Contact details for all affected properties

THEFT / MALICIOUS DAMAGE

- Incident details, including how entry was gained and Any emergency repairs undertaken
- Crime reference number/station and reporting officers
- List of items lost
- Estimate(s)
- Photograph(s)
- Contact details for all affected properties
- Dimensions of affected areas

IMPACT

- Incident details, including cause of impact
- If by vehicle, third-party insurer details
- Estimate(s)
- Photograph(s)

ACCIDENTAL DAMAGE

- Incident details, including which rooms affected and size (if applicable)
- Estimate(s)
- Photograph(s)

STORM

- Incident details, including date of loss and prevailing weather at the time
- If roof affected, age and type of roof
- Location (facing direction)
- Estimate(s)
- Photograph(s)

FIRE

- Incident details, including extent of damage
- Cause - if arson, crime reference number/station and reporting officer
- Estimate(s)
- Photograph(s)
- Contact details for all affected properties



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