

## CLAIM FORM

If you need any assistance in completion of this form please contact Home and Legacy Claims on: 0344 893 8360 or if you are calling from overseas call +44 (0) 20 3118 7777. Please check that you have enclosed all supporting documentation before returning the completed claim form to: Claims Department, Home and Legacy Insurance Services Limited, 500 Avebury Boulevard, Milton Keynes, Buckinghamshire, MK9 2LA or by fax to: 0344 893 8387. Alternatively email to [claimsteam@homeandlegacy.co.uk](mailto:claimsteam@homeandlegacy.co.uk)

SECTION 1 – GENERAL	CLAIM NO. <span style="border: 1px solid black; display: inline-block; width: 100px; height: 15px;"></span>
Policy Number _____	Insured Name(s) _____
<b>Correspondence Address</b>	
Address _____	
Town / City _____	Postcode _____ Country _____
Work Tel. No. _____	Mobile Tel. No. _____ Home Tel. No. _____
Email address (for correspondence related to this insurance): _____	
<b>Are you registered for VAT?</b>	YES <input type="checkbox"/> NO <input type="checkbox"/>
If YES, please advise VAT number and status _____	
<b>Was your insurance arranged through an intermediary?</b>	YES <input type="checkbox"/> NO <input type="checkbox"/>
If YES, please provide their name and contact details below	
Intermediary's Name _____	
Address _____	Town / City _____ Postcode _____
Intermediary's Tel. No. _____	Intermediary's Email _____
<b>Indicate the method by which you paid your premium?</b>	Annually <input type="checkbox"/> Instalments <input type="checkbox"/>
<b>Is your property fully managed by a Property Managing Agent or Letting Agent?</b>	YES <input type="checkbox"/> NO <input type="checkbox"/>
If YES, please give the Agent's contact details and the services provided	
Agent's Name _____	
Address _____	Town / City _____ Postcode _____
Agent's Tel. No. _____	Agent's Email _____
<b>What services are provided by your Property Managing Agent or Letting Agent?</b>	
Tenant Finding Only <input type="checkbox"/>	Tenant Finding and Rent Collection <input type="checkbox"/>
	Full Management <input type="checkbox"/> Other <input type="checkbox"/>
If 'Other' please give details below	
_____	
<b>What Tenancy Deposit scheme is used?</b>	
_____	
<b>What is the amount of tenancy deposit collected: £ _____</b>	

## SECTION 1 – GENERAL (CONT)

### PREVIOUS LOSSES

Have you ever sustained loss or damage by any of the risks insured by this policy, whether insured at the time or not?

YES  NO

If YES, please give details below

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### OTHER INSURANCE

Do you have any other insurance that may cover any of the risks insured by your policy?

YES  NO

If YES, please provide the insurers name and address and detail any policy number(s) below

Name \_\_\_\_\_

Address \_\_\_\_\_ Town / City \_\_\_\_\_ Postcode \_\_\_\_\_

Policy Number(s) \_\_\_\_\_ Tel. No. \_\_\_\_\_

If your claim is accepted our preferred method of settlement is by way of electronic transfer using BACS. Please provide your bank details

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## SECTION 2 – CIRCUMSTANCES OF THE LOSS OR DAMAGE

Address of the property where loss or damage occurred

Address \_\_\_\_\_ Town / City \_\_\_\_\_ Postcode \_\_\_\_\_

### DETAILS ABOUT THE TYPE OF LOSS/DAMAGE AND HOW IT OCCURRED

When and where did the loss/damage occur?

Date \_\_\_\_\_ Time \_\_\_\_\_ Place \_\_\_\_\_

How did the loss or damage occur? \_\_\_\_\_

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Please give full details of property lost or damaged

If there is damage to carpets please indicate when the carpet affected was laid.

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## SECTION 2 – CIRCUMSTANCES OF THE LOSS OR DAMAGE (CONT)

Was the property unoccupied/not lived in at the time the loss/damage occurred?

YES  NO

If YES, a) Has the property been inspected at least once every 14 days?

YES  NO

b) When was the property last lived in or occupied?

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

### FOR THEFT, DAMAGE BY MALICIOUS PERSONS, ACCIDENTAL LOSS, RIOT OR VANDALISM CLAIMS

When and by whom was the loss discovered? \_\_\_\_\_

When was the loss reported to the Police and by whom? \_\_\_\_\_

To which Police Station? \_\_\_\_\_ Police Crime Ref. \_\_\_\_\_

By what means was access gained to the premises? \_\_\_\_\_

Which doors and windows were forced? \_\_\_\_\_

Do you suspect any person or persons? YES  NO  If YES, whom? \_\_\_\_\_

What enquiries have been made and what steps have been taken to recover the property lost?

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Please ensure that all damaged property is kept until permission to dispose of it is received from Home and Legacy or the insurer.

## SECTION 3 – ADDITIONAL INFORMATION

Please provide any other information which could help the insurers in the handling of the claim or recovery/pursuit of any party.

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## SECTION 4 – DETAILS OF CLAIM

Please submit the following documents with this form:

**Building claims:** Detailed original estimates from tradesmen for the work necessary to repair the damage.

**Claims for loss or damage to other property:** If the articles can be repaired, detailed original estimates from tradesmen for work necessary to repair the damage. If the article is lost, or damaged beyond repair, the original receipt for its purchase together with an estimate for the cost of its replacement. If possible please submit photograph of damaged article/property.

If there is damage to carpets please indicate when the carpet affected was laid.

**Claims for Theft, Malicious, Intentional or Accidental Damage by Tenant:** Please provide evidence to show that you have complied with the requirements of the Tenancy Deposit Scheme.

## SECTION 4 – DETAILS OF CLAIM (CONT)

Description of articles including make and model no.	From whom obtained	Date acquired	Original purchase price	Cost to replace or repair	Value of salvage (if applicable)	Amount claimed
Total Claimed						

## DECLARATION

I understand that you may ask for information from other insurers to check the answers I have provided and that information may also be supplied to registers of lost or stolen property.

I declare that I was not aware at the start of the insurance or renewal of this insurance that this claim, the details of which are set out above, was likely to arise.

I declare that the above is a full and accurate statement, and I therefore wish to make a claim under the policy for loss or damage in respect of the circumstances described.

Damaged property will be protected from further deterioration and will not be disposed of until permission is given by Home and Legacy or the insurer or any loss adjusters appointed.

I agree to notify Home and Legacy immediately if any of the property mentioned in this claim is subsequently recovered, and at the option of the insurer to return the property or to refund the amount of money received by way of compensation under the policy.

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

### Data Protection

The data you provide will be used to process your claim and may be passed to other organisations involved in processing your claim for example to your insurer, loss adjusters or fraud detection and prevention agencies. This may include being sent, in confidence, for processing outside of the European Economic Area. The information provided will be treated in confidence and in compliance with the Data Protection Act 1998. You may have the right to apply for details of the information we hold (for which we may charge a small fee). By signing this form you consent to such use of your personal data. You can find out in greater detail about how your information may be used either online at <http://www.homeandlegacy.co.uk/home/toolbar/privacy.html/> or by referring to your policy wording.

## WWW.HOMEANDLEGACY.CO.UK

Home and Legacy takes online security very seriously. Use of our submission by email service may require you to send information to us over the internet that could be classed as sensitive information under the Data Protection Act 1998. You should ensure that your organisation has appropriate security systems in place to protect the information you are providing to us before submitting.

Home & Legacy Insurance Services Limited is a wholly owned subsidiary of Allianz Holdings plc, registered in England number 3007252, registered office: 57 Ladymead, Guildford, Surrey GU1 1DB. Home and Legacy Insurance Services Limited is authorised and regulated by the Financial Conduct Authority, Financial Services Register number 307523. A member of the British Insurance Brokers Association.

Calls may be recorded for our joint protection, training and/or monitoring purposes.

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