

# Making a Claim



## Information & Guidance

**Most people hope they do not need to make a claim on their Insurance policy but if you do, you will want to know how to go about it.**

**Insurance is designed to put you back to the same position you were in before the incident happened. This could be financially or materially.**

**A typical example is if you are involved in a motor accident – The Insurance company would look to get your vehicle repaired and back on the road and if you are out of pocket for an item damaged in the accident, such as a child booster seat, you would be re-imbursed so you could purchase a replacement.**

### Levels of cover

**All policies vary when it comes to the type of cover you receive and insurance companies do have varying exclusions & limitations. Here at G. Moore & Co. Ltd, we try to match a policy to your 'Demands & Needs' and we always point out any significant exclusions at the time of setting up the policy. We also supply policy booklets and/or policy summaries so you can read up on the cover you have purchased. It is impossible to explain every single type of claim that would be covered under a policy and likewise we cannot explain everything that would not be covered.**

### Excesses

**An excess is the amount you have to pay if you're making a claim. This can be made up of a voluntary excess (the amount you choose) and a compulsory excess (set by the insurer). There may be different valued excesses applicable to different types of claims ie. A subsidence excess is £1,000 but other sections in the same policy may only be £100. The excesses are explained at the quote stage and when you set up a policy.**

### No claims bonus

**Some policies allow you to earn a 'No claims discount'. Each year you complete without claiming on your insurance they will give you an additional year of 'no claims discount'. Building up your No claims bonus helps to bring the cost of your insurance down. If your Insurance company manage to recoup any money paid out for a claim then your No claims bonus will not be affected.**

### Making a Claim

**Most companies now have telephone helpline numbers to use in the event of a claim as opposed to the old way of filling in a claim form. Some companies still ask for a claim form after the initial telephone conversation. Supporting documentation is usually required which could be in the form of estimates, photos and proof of ownership/purchase. We explain the claim procedures for your particular policy and Insurer at the time of setting up the policy. We also offer our support in sorting the claim with you. We can assist with filling in the claim form, scanning & emailing documents to the Insurers or ringing the claims department for an update on the progress of the claim.**

### Different ways Insurance companies settle a claim

**Depending on the claim type and circumstances of the claim, the Insurers will settle the claim in a variety of ways.**

- ) They can opt to repair a damaged item - this is the usual way a motor vehicle claim is sorted.**
- 2) Lost or damaged items can be replaced 'Like for like' directly by the Insurance company or one of their affiliates.**
- 3) A cash settlement may be offered - this would be subject to the policy excess being deducted.**
- 4) Insurers can issue a payment directly to the contractor who supplied the estimate.**

**NEED MORE HELP ? - G. Moore & Co.'s service & support does not stop here. We have more information on our website - [www.gmco.co.uk](http://www.gmco.co.uk) or give us a call on 01535 643262 and we can answer any question or queries you may have.**