

Claims Notification Procedure

This section details the procedure for notifying and handling claims under this policy. It is imperative that all relevant steps are followed to ensure the efficient processing and resolution of claims.

1. Notification of a Claim

1. You must notify the insurer of any event or circumstance that may give rise to a claim as soon as reasonably possible after becoming aware of it.
2. Notification must be made in writing, providing full details of the incident and any loss or damage.
3. Include all supporting documentation, including photos, correspondence, and reports where applicable.

2. Communication Channels

1. Claims should be submitted via the designated email address or online portal provided by the insurer.
2. Retain confirmation of notification for your records.
3. For urgent matters, call the helpline number provided in your policy documentation.

3. Cooperation and Further Information

1. You are required to cooperate fully with the insurer throughout the investigation process.
2. Provide any additional information or documentation requested to support your claim.
3. Do not admit liability or negotiate any settlement without written consent from the insurer.

4. Claim Settlement

1. The insurer will assess your claim in accordance with the terms and conditions of the policy.
2. You will be notified in writing of the decision and details of any settlement or rejection.
3. For accepted claims, the settlement will be processed within the timeframes specified in the policy.

Important Notes

- Failure to promptly notify a claim may result in delayed settlement or denial.
- Ensure all communication with the insurer is documented and retained.
- Read your policy schedule for specific notification requirements and deadlines.
- Contact your insurance advisor if you are unsure about the claims procedure.