



Claims are usually held up because of missing information

To ensure your claim can be processed as quickly as possible please ensure that the following information is included:

- Please complete the form as fully as possible
- The date the event occurred is vital, if ongoing use the date discovered
- As many details of the event as possible, i.e. if water damage, where from, which room, cause etc.
- Your name and daytime telephone number
- A minimum of **2 quotations**
- The form cannot be processed until it is signed
- If the claim has arisen because you have been a victim of crime, you will be unable to process your claim without a crime number.

Please email claims@ringley.co.uk and we will confirm the policyholder details. We will also supply the name, address and email address of your insurance broker, who will administer your claim.

Thank you
Ringley Estates Team

Residential Properties/Blocks of Flats Claim Form



How we can help you:

We give claims our greatest possible care and try to deal with them as quickly as possible - because we know that this is important to you when you submit a claim. Our advanced systems make the procedure as quick as possible, but sometimes claims are delayed by incomplete information. Please help us to help you by:

- ▶ making sure that the information you give is as clear and complete as possible
- ▶ remembering to sign and date this form
- ▶ enclosing evidence of the amount(s) claimed
- ▶ following the advice given below.

In the event of a claim please:

- a. read the section 'Notes to guide you in making a claim' in your policy.
- b. complete the appropriate sections of this form:
Sections 1, 5 and 6 in all cases, 2-3 (excluding 4) as appropriate, Section 4 if your claim is due to Theft, Malicious Damage or Riot. Continue on a separate sheet of paper if necessary. If you telephone, use this form as a guide.

If you are reporting an incident where someone is, or may be, holding you legally responsible, write to us giving full details of the incident.

Important Notes:

- 1) This form must be completed by the policyholder or Managing Agent.
- 2) We may wish to arrange for our representative to call on you to discuss this claim. Please ensure a telephone number is provided where you can be contacted between 9.00 am and 5.00 pm, Monday to Friday.
- 3) Insurers and their Agents share information with each other to prevent fraudulent claims to decide whether to accept your application and, if so, on what terms via the Claims and Underwriting Exchange register, operated by Insurance Database Services Ltd. A list of participants is available on request. The information that you supply on this form, together with the information you have supplied on your application form and other information relating to the claim, will be provided to participants.

Claims will be handled by Royal & Sun Alliance Insurance plc.

ENTER YOUR
POLICY NO. HERE

1. DATE OF INCIDENT GIVING RISE TO CLAIM

Name of Policyholder

Address of Policyholder

Postcode

Telephone Number (9am - 5pm) (after 5pm)

Address where incident occurred

Name of Lessee/Tenant where damage/theft occurred

Name and Address of Managing Agent (if applicable)

Telephone Number of Managing Agent

Buildings

2. Complete this section if you are claiming for damage to the buildings.

How did the incident occur?

b. Was the block/flat/property furnished at the time of the incident?

YES NO

If /No/. how long has it been unfurnished?

Particulars of claim

Note: claims involving repairs or rebuilding work should be accompanied by a tradesman's or builder's estimate.

| Details | Amount Claimed |
|---|---|
| <input style="width: 100%; height: 100%;" type="text"/> | |
| <input style="width: 100%; height: 100%;" type="text"/> | |
| <input style="width: 100%; height: 100%;" type="text"/> | |
| <input style="width: 100%; height: 100%;" type="text"/> | |
| Total £ | <input style="width: 100%; height: 20px;" type="text"/> |

Any additional information

Contents

3. Complete this section if you are claiming for loss or damage to contents.

a. How and where did the incident occur?

b. Description of lost or damaged items

| Item | Original purchase price and date of purchase | Estimated repair/replacement cost |
|------|--|-----------------------------------|
| | | |

4. Complete this section if your claim is due to Theft, Malicious Damage or Riot.

a. Date police notified.

b. Name of police station.

c. If due to theft, please give the name and number of investigating officer.

d. Crime report number.

e. Has the thief/malicious person been identified? YES NO

f. If the theft involved forcible entry, how did the thief enter?

g. Were the premises unoccupied at the time of loss? YES NO

If Yes, how long had they been unoccupied?

Value Added Tax

5. **Important** - Please answer the following questions and tick as appropriate.

a. Are you registered for VAT i.e. is the insured accountable to the tax authorities in respect of Value Added Tax? YES NO

If the answer is 'Yes', please state Registration Number.

b. In respect of this claim, will you be able to recover VAT on the cost of repair or replacement? YES NO

(if the answer is 'Yes', the amount to be claimed should be net of recoverable VAT)

All Claims

6. Write N/A if any question does not apply to your claim.

a. Details of any other insurance policy covering the same loss/damage.

Name of Company
Address

Policy number

b. Details of any person with an interest in the items for which you are claiming. (eg. mortgagee, hire purchase company, rental company).

| Name | Address |
|------|---------|
| | |

c. In the last 5 years have you sustained a loss or claimed against any insurer for any of the risks covered by this policy? If 'Yes', please give details?

Declaration

I/We understand that you may seek information from other insurers to check the answers I/We have provided. I/We declare that the above statements and information given are true to the best of my/our knowledge and belief.

| | |
|-----------|------|
| Signature | Date |
|-----------|------|

Return the completed form, with evidence of the amount claimed, to your Royal & SunAlliance Centre, broker or insurance adviser.