

Empty rounded rectangular box with horizontal lines for writing.

At some time, you may need to make a claim on your insurance policy. This document contains a claim form as well as some guidance notes below, which may be useful before you begin completing the claim form. If a claim occurs you should contact our Claims Department on 0800 085 3590.

GUIDANCE NOTES FOR POLICYHOLDERS

1. If emergency work is necessary to protect your property or to prevent further damage please proceed as soon as possible and submit the appropriate invoices. **Please note we will only pay for the cost of repairs if you have a valid claim.**

If you need assistance in the event of emergency please refer to the **Helpline Services** page in your policy booklet.
2. Please DO NOT dispose of any damaged property as it may be necessary for it to be inspected.
3. You should read this form through carefully. Once you've completed the form, please check that all relevant information has been included and keep a copy for your own records.
4. Send the form to us at:

Congregational & General Insurance plc, Curren House, Curren Street, Bradford, BD1 5BA.
5. Your claim will be dealt with promptly and fairly. We may need to contact you if we need additional information.
6. You should note that any claim under your policy could affect your No Claims Bonus at renewal.
7. You should also be aware that we seek to identify dishonest and/or exaggerated claims.

Should you have any further questions please do not hesitate to contact Congregational & General Insurance plc.

