



# Ageas Insurance Claims Required Information



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In the event of an incident please call Residentsline's claims line on 0345 122 3283 or email [ageasclaims@residentsline.co.uk](mailto:ageasclaims@residentsline.co.uk).

Suffering a claim is always a distressing event. To help us ensure your claims are handled as quickly as possible the following information will assist.

## ESCAPE OF WATER

- Incident details including notes of where water is coming from (e.g. fixed apparatus)
- Flats/rooms affected and sizes
- Estimate(s)
- Photograph(s)
- Contact details for all affected properties

## THEFT / MALICIOUS DAMAGE

- Incident details including how entry gained and any emergency repairs undertaken
- Crime reference number/station and reporting officers
- List of items(s) lost
- Estimate(s)
- Photograph(s)
- Contact details for all affected properties
- Dimensions of affected areas

## IMPACT

- Incident details including cause of impact
- If by vehicle, third part insurer details
- Estimate(s)
- Photograph(s)

## ACCIDENTAL DAMAGE

- Incident details including which rooms affected and size (if applicable)
- Estimate(s)
- Photograph(s)

## STORM

- Incident details including date of loss and prevailing weather at the time
- If roof affected, age and type of roof
- Location (facing direction)
- Estimate(s)
- Photograph(s)

## FIRE

- Incident details including extent of damage
- Cause, if arson, crime reference number/station and reporting officer
- Estimate(s)
- Photograph(s)
- Contact details for all affected properties

