

QBE Insurance Claims Required Information



In the event of a incident please call Residentsline's claims line on 0345 257 0365 or email qbclaims@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 party 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

