

# How to report a property claim

Follow these 4 steps in order to report a property claim effectively

1

Contact us as soon as an incident/accident has happened and while the details are still fresh

2

Make sure you've got the right information to hand eg: address of property, cause of damage, estimates

3

Give us as much detail as possible: photographs, CCTV footage. Were any emergency services called?

4

Discuss with us any temporary works/mitigation. What would the next steps be: supplier/loss adjuster?

## Contact Us:

Mon - Fri 8:30am - 5:15pm

01904 784141 | [claims@deford.co.uk](mailto:claims@deford.co.uk)

Out of hours (after 5:15pm on weekdays and at weekends)

07788 588 6538

## Early reporting of property claims

Should you have a property claim it is imperative that we are informed quickly in case measures need to be taken to secure the property and/or make it safe. Insurers will expect reasonable action to be taken to minimise the amount of the loss suffered. If the loss is large it may be that a loss adjuster is required to visit the property that is damaged and make an assessment of the loss on behalf of your insurers.

From the details provided we can then determine whether this will need to be a loss reported through to insurers immediately and a loss adjuster requested or decide that the claim is of a smaller nature and can be addressed by completion of a material damage claim form and provision of like for like estimates for repair or replacement where necessary.

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