

hamiltonleigh

Insurance Brokers

Our claims process

You have had an accident so what do you do next?



Whether it is yourself or an employee that has an accident, it can be a stressful time. With our service you can remove the stress factor and make your way back into normality whilst we take care of it all for you. The best thing to do is not panic and take note of what has happened and of any third parties involved so that we can get all the information required to make a successful claim on your behalf.

How can you contact us?



Following an accident, you should contact us to get advice on what will happen next and everything we will do to take care of you. You will get advice on your policy coverage and whether you are able to make a claim. Some policies allow for direct reporting but our specialist claims team is available to advise you from 9.00 am to 5.00pm Monday to Friday on 0208 236 5350. In the event you need our help outside of these hours, you will be provided an emergency line to contact.

Filling out your claim form



A claim form is not always required but where it is required this should be completed in full and returned to us as soon as possible, along with any relevant supporting documentation including any detailed estimate(s) for repairs/replacement and pictures, if available.

Managing and monitoring your claim



You can leave this to our specialist client services team. They will review all the documentation you have given and details of your accident. Our team will ensure to get all the information we can to help validate your claim. These documents will be sent by us over to your insurer and we will manage the claims process, on your behalf, till the end. We will liaise with your insurer and litigation team - giving you all the time you need to recover, stress free.

Concluding your claim



We endeavour to keep our clients safe by helping them choose the most suitable cover to meet their requirements. Our satisfaction comes from managing your claims in totality and working towards a validated claim and ultimately a favourable decision for our clients. Giving you the support you deserve and keeping our promise to pay.