



Empty rounded rectangular box with horizontal lines for writing.

At some time during your insurance you may need to make a claim on your 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 your insurance intermediary or alternatively call our Claims Department on 01274 700 700.

## GUIDANCE NOTES

- 1) Before completing this form you should read it all through carefully.
- 2) If emergency work is necessary to protect your property or to prevent further damage please do this as soon as possible and submit the appropriate invoices.
  - We have arranged on your behalf a glass replacement service available 24 hours a day, every day of the year. You will only be responsible for the amount of any excess on your policy. Broken glass is dangerous and a security risk. **Glass Replacement: 07071 881 320.**
  - A call out service is also available which puts you in touch with reputable trades people in the event of a domestic emergency, eg. burst pipe, leaking roof, failure of electricity supply, etc.

If you have a valid claim we will pay for the cost of the damage. **Church Helpline: 07071 881 318.**

- 3) Please DO NOT dispose of any damaged property until we have been given the opportunity to inspect it.
- 4) When completing the form please write clearly and neatly and complete all relevant sections.
- 5) Once the form is complete please sign the declaration at the end and keep a copy for your own records.
- 6) Send the form to your insurance intermediary or to us at :  
Congregational & General Insurance plc, Currer House, Currer Street, Bradford, BD1 5BA.
- 7) When we have been told of your claim we will investigate it fully and may ask you for additional information.
- 8) The claim will be dealt with promptly and fairly.
- 9) You should note that any claim on your policy could affect your No Claims Bonus at renewal.

### **NB. Church of England customers only**

Repairs to church buildings generally require a faculty under the Faculty Jurisdiction Measure.

If you are in any doubt, you should consult the Archdeacon prior to commencement of work.

**Should you have any further questions please do not hesitate to contact your insurance intermediary or Congregational & General Insurance plc.**





