

1-7 Dunstall St Scunthorpe N Lincolnshire DN15 7AU

Tel: 01724 855510

CRAFT:	FIRE	CLAIM
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Please answer all questions on this page as fully
as possible and relevant sections on other pages
POLICY NO
RENEWAL DATE

Customer Service Charter

We aim to provide:

- A high quality, efficient and helpful service
- A swift and courteous response to all claim forms, associated documentation or correspondence
- Prompt payment in respect of valid claims following their authorisation
- A speedy indication that a claim cannot be met until further information is received
- Up to date information on the current position of your claim it cannot be paid quickly

Fraud Prevention and Detection

In order to prevent and detect fraud we may at time:

- Share information about you with other organisations and public bodies including the Police;
- Check and/or file your details with fraud prevention agencies and databases, and if you give us false or inaccurate information and we suspect fraud, we will record this. We and other organisations may also search these agencies and databases to:
 - Help make decisions about the provision and administration of insurance, credit and related services for you and members of your house hold;
 - Trace debtors or beneficiaries, recover debt, prevent fraud and to manage your accounts or insurance policies;
 - Check your identity to prevent money laundering, unless you furnish us with other satisfactory proof of identity;
- Undertake credit searches and additional fraud searches.

Claims History

- Under the conditions of your policy you must tell us about any Insurance related incidents (such as fire, damage, theft or an accident) whether or not they give rise to a claim.
 When you tell us about an incident we will pass information relating to it to a database.
- We may search these databases when you apply for insurance, in the event of any incident or claim, or at any time of renewal to validate your claims history or that of any other person or property likely to be involved in the policy or claim.

In assessing any claims made, the insurer and its agents may undertake checks against publicly available information (such as electoral roll, County court judgements, bankruptcy orders or repossessions). Information may also be shared with other insurers either directly or via those acting for the insurer (such as loss adjusters or investigators).

Policy Holder Full Name	
Home Address	
PcodeTel No	
a) Is the insured registered as a taxable person for VAT?b) If the insured is registered for VAT, if full remission of imput tax obtained?c) If only partial remission of VAT is obtained, state last annual adjusted % of the contraction of the contraction	YES/NO* YES/NO* ax%

Craft Make	Model_	Year of Make
If craft is subject to		Datatag Reg No name of finance company, address &
	the purpose of which the craft w	as being used
Damage to insured		
wnat damage was	caused to the insured craft?	
Repairer's name, a		
Send and estimate Is the craft at the re If not, where is the Where will it be tak Do you have any of	for repairs to the Company imme epairer's premises? YES/NC	te,
Incident		
		am/pm*
	arge of the craft? Give name, add	
Where was the cra	ft?	
What security was	in place?	
When was the fire Date/	/ Time	

Incident (continued)				
Please give full details of the incident including any information relating to the cause of the fire.				
a) Was the incident reported to or attended by the Fire Brigade? YES/NO* If so please give details including any reference numbers				
If so please give details including any reference numbers				
b) Was the incident reported to or attended by the Police? YES/NO*				
If so please give details including any reference numbers				
Are you making a claim for any other property damaged in the same incident? If so please give details of the Insurer(s) involved.				
Declaration				
Decidiation				

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