



## Making a claim is easy with GoldPark

The Claims Notification Line is open 24hrs a day for your convenience. Simply follow the details below before calling.

**It is important that you satisfy the full claims conditions in your policy wording. Otherwise, you might not receive full payment if you make a claim.**

### The first thing you must do

If property is lost, or if theft or malicious damage is suspected, you must inform the police as soon as possible and obtain a crime or lost property reference number. We recommend that you check your policy cover and check that the loss or damage is covered.

### You should always

- Take all reasonable steps to recover missing property.
- Take all reasonable steps to prevent further damage.
- Check your policy schedule and wording to see if the loss or damage is covered.
- Have your policy number to hand before calling.
- Call the Claim Notification Line on 0800 197 2770 or email [enquiries@goldparkinsurance.co.uk](mailto:enquiries@goldparkinsurance.co.uk). You should only notify us by email if you do not need urgent assistance.

### Claims process

When you call the Claims Notification Line, we will:

- a. Take details of the loss.
- b. Arrange for an approved tradesperson to provide us with an estimate or undertake emergency repairs immediately.
- c. Instruct an approved supplier to contact you if appropriate.
- d. Where necessary, arrange for someone to contact you as soon as possible to discuss your claim. This may be one of our own claims staff or an independent chartered loss adjuster.

### What you must do after making your claim

- Tell us and provide full details in writing as soon as possible if someone is holding you responsible for damage to their property or bodily injury to them and send to us any writ, summons, letter of claim or other document.
- If requested, send written details of your claim to us within 30 days.
- We may ask you to obtain estimates for replacements or repairs.
- We may also ask you to provide original purchase receipts, invoices or statements to prove your claim.
- You must allow us, an approved supplier or a loss adjuster access to inspect the damage to your buildings or contents if requested.

We will only ask for information relevant to your claim and we will pay for any reasonable expenses you incur in providing us with information as part of your claim.

### What you must NOT do

- Admit or deny any claim made by someone else against you or make any agreement with them.
- Abandon any property to us.
- Dispose of damaged items as we may need to see them.