



Removers – goods in transit

For the insurers to open a claim we will need to know the following information:

- Date of incident
- From and to address (voyage)
- Valued inventory (if move over £25,000)
- Transit / delivery note
- Your terms and conditions (if you have any)
- Who packed the items and how were they packed?
- Photographs of damage
- Repair invoice
- Purchase receipts (if available)
- Name and contact for third party
- A description of what happened
- Your comments on the claim i.e do you agree with the claim? do you wish to put the claim through? Your side of what happened

Please send this information through at your earliest convenience. Claims can take time depending on the circumstance so while we cannot guarantee how quickly it will be completed, sending the above information will help to speed the process of your claim up.

Please also take into consideration your policy excess. This will be deducted from the insurers settlement and you will be required to pay this to your customers (the claimant) once the claim has been settled.