

Crawford & Company[®]

Escape of Water Claim

Burst pipes can cause considerable damage not only to the contents of your home but also the structure of the building itself and the electrical systems in your property.

If you discover you have a burst pipe turn off the water supply. The stop cock is often found under your kitchen sink or where the service pipe enters your home. Drain your water system by turning on your cold taps in the house, and switch off central heating and electrical systems.

If you notice that ceilings are starting to bulge due to the escape of water, and if it is safe to do so, punch a hole in the ceiling which will relieve the pressure and avoid collapse. Remember to place a bucket under the hole to collect water. However take extreme care as rooms may not be safe to enter.

Once the water flow has ceased, alert your insurance company as soon as possible and inform them of the incident. Remember however that you may well have different insurance companies for your building and contents cover.

When you contact your insurer they will seek a range of information and you can expect to be asked for:

- Name and address and policy number if you have it.
- Details of the incident, the potential nature and extent of the damage and whether you are able to remain in the property.
- Your contact details so they can handle the claim and keep you informed of progress.

If the water has caused serious damage it may well be that the insurance company will appoint a company such as Crawford & Company to assess the damage and manage the repairs and restoration of the property and its contents. As such you should expect them to:

- Contact you to arrange any appointment with adequate notice.
- Turn up promptly at the appointed time
- Be courteous at all times.
- Provide you with a timetable for the restoration of your property and contents as soon as possible

- Keep you informed of the progress of your claim and have systems in place to enable you to track your claim and the actions being taken.

Further Information

For help, your adjuster will leave their details with you or contact:

Customer Service Team

0141 229 7015

customer.services@crawco.co.uk

or

ClaimsAlert[®] (Out of Hours)

0141 229 7500