

Crawford & Company®

Fire

In the event of any fire at your home the first concern is the welfare and safety of your family and evacuation is the first step in any fire situation.

Call the emergency services on 999 and then if the fire is small and could be extinguished safely, do so taking the utmost care for your safety and that of others. If not ensure your home has been evacuated.

Once the fire and rescue services arrive talk with them and if they advise that your home is no longer habitable then make every effort to ensure it is left secured. If given permission by the fire services to enter the building, remove all valuables and take them with you.

Be sure that you call your insurance company as soon as possible and inform them of the fire.

Remember – you may well have different insurance companies for your building and contents cover.

When you call your insurance company 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 fire, 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 fire has caused serious damage it may well be that the insurance company will advise on alternative accommodation and 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