

Crawford & Company[®]

Storm

Your ability to limit the damage from any storm can start hours before the event. If the warning that high winds and storm conditions has been given, check your property and the surrounding area for any potential areas which could be affected, such as garden fences, trees and loose roof tiles. If your property suffers damage, ensure you inform those in the building and neighbours of any potential danger such as the threat of tiles falling from the roof, damaged tree branches or broken fences.

If there is a significant threat of danger, you have a responsibility to call the emergency services and other utilities in the case of damage to gas, water and electrical services.

If you are advised by the emergency services to vacate the building, ensure it is left secured and if allowed access, remove all valuables. Ensure a neighbour is aware of how to contact you.

Be sure that you 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.

Often in the case of storms insurance companies will have been notified of the potential for increased claims levels and will have higher than normal staffing levels in place to deal with an influx of claims.

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 storm has caused serious damage it may well be that the insurance company will offer advice on alternative accommodation if applicable 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