

Claims Procedure

► How do I make an insurance claim?

In the event of making an insurance claim, please contact the Insurance 2 Go Claims Team on 0844 576 2277 who will take your details and arrange for your product to be repaired or replaced as necessary.

If your product has been stolen you must contact the Insurance 2 Go Claims Team on 0844 576 2277.

If you are aware that the product has been stolen or maliciously damaged, this must be reported to the police within 24 hours of discovering the incident and a crime reference number obtained.

► My product has stopped working, how do I make a claim?

If you have not damaged the product by accident, and you bought the product less than a year ago, it is likely that the product is covered by the manufacturer's warranty. In this case you will need to refer to your product retailer.

► My product has been stolen, how do I make a claim?

1. Notify the Police and obtain a Crime Reference Number as appropriate within 24 hours of discovering the incident.
2. Contact the Insurance 2 Go Claims Team on 0844 576 2277 and report the claim within 48 hours of discovering the incident. You will be sent a claim form for completion which must be returned within 30 days of the date of claim having been initially reported, together with your excess payment.

► In the event of Accidental Damage or Breakdown, how do I make a claim?

1. Within 48 hours of discovering the incident contact the Insurance 2 Go Claims Team on 0844 576 2277
2. Once you have returned the product by Royal Mail Special Delivery post to the repairer at the address supplied, your claim will be assessed and the repair or replacement authorised – if your claim is approved. The claim form must be returned within 30 days of the claim being initially reported.

► What is involved in making an insurance claim?

After notifying us of your claim, we will post a claim form to you, which you need to complete and return to us by post or fax within 30 days of notifying the claim along with payment details for your excess charge. Please follow the instructions on the form.

► Can I make a claim on behalf of someone I know?

Due to the Data Protection Act, you cannot claim on behalf of another individual.

► How can I report theft or malicious damage to the Police?

You should either contact your local police station or the police station local to where the incident happened.

► How can I pay my excess charge?

You can pay by credit card or debit card, cheque or postal order. However, your claim cannot be processed until your excess payment is received.

► How long is my claim likely to take?

If your claim is due to Theft please allow 3 working days, from the date we receive notification, for your insurance claim to be processed.

If your claim is due to Accidental Damage or Breakdown please allow 5 to 7 working days for your insurance claim to be processed, from the date we receive your notification.

► **What if my product cannot be repaired?**

If your product cannot be repaired, it will be replaced with a new product of the same make. If the model is no longer in production or is not available, it will be replaced with a product of a specification at least equal to the item insured up to a maximum replacement value of £500.00 including VAT.

► **How can I make an enquiry about my claim?**

Please telephone the Insurance 2 Go Claims Team on 0844 576 2277

► **How could my claim be delayed?**

We can only process your claim once your excess payment has been received. Your claim could be delayed if, for example, you inadvertently send your excess payment to the address of the product repairer, along with your damaged product, instead of direct to us. In this eventuality, unfortunately we cannot process your claim until the product repairer forwards on your payment details.

We may need to contact you to clarify a point on your claim form. If you have forgotten to provide a daytime contact telephone number on your claim form, unfortunately the processing of your claim may be delayed.

We advise that you send your product to the repairer by Royal Mail Special Delivery as this provides a greater assurance that the package reaches its destination and within a timely manner. However, if you chose to send your product by Standard Mail or Recorded Delivery the assurances can be somewhat reduced and your claim may be delayed in being processed.

Contact Us

You will find most questions answered in Frequently Asked Questions. Please read there first before continuing below.

We welcome all queries and questions. Please contact us at:

- **Email:** info@insurance2go.co.uk
- **Fax:** 0844 576 2333
- **Post:** Insurance 2 Go, PO Box 116, Ryde, PO33 2WX
- **Tel:** 0844 576 2277 Monday to Friday 9:00am-5:30pm

Please be assured that we treat each enquiry with confidentiality and that we will endeavour to answer you as fully and promptly as possible. Any information provided will only be used for the purpose for which it was submitted.

For further information please see our Policy Documents and information.