

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 0870 428 0178 who will take your details and arrange for your phone to be repaired or replaced as necessary.

If your handset has been lost or stolen you must contact your service provider to bar the line within 24 hours and also contact the Insurance 2 Go Claims Team on 0870 428 0178.

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

In the event of loss you should report the handset missing to the establishment in which the handset was lost. If the handset has been lost on some form of public transport, it should be reported to the relevant authority. If lost in a public place, then the handset should be reported as lost property to the police.

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

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

► My phone has been stolen or lost, how do I make a claim?

1. Notify the Network you are connected to and have the line temporarily barred.
2. Notify the Police and obtain a Crime or Lost Property Reference Number as appropriate.
3. Contact the Insurance 2 Go Claims Team on 0870 428 0178 and report the claim within 24 hours. 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, how do I make a claim?

1. Immediately contact the Insurance 2 Go Claims Team on 0870 428 0178
2. Once you have returned the phone 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 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. Alternatively, log your report online at www.online.police.uk

► 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 or Loss 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 Unauthorised Calls please allow 5 to 7 working days for your insurance claim to be processed, from the date we receive your notification.

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

If your mobile phone cannot be repaired, it will be replaced with a new mobile phone of the same make. If the model is no longer in production or is not available, it will be replaced with a phone of a specification at least equal to the item insured.

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

Please telephone the Insurance 2 Go Claims Team on 0870 428 0178

► **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 phone repairer, along with your damaged phone, instead of direct to us. In this eventuality, unfortunately we cannot process your claim until the phone 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 phone 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 phone 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.eu
- **Fax:** 0870 444 2633
- **Post:** Insurance 2 Go, PO Box 116, Ryde, PO33 2WX
- **Tel:** 0870 428 0178 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.