

TL Risk Solutions



Private Clients Claim Form

Designed to Protect

TL Risk Solutions Claims Charter

Our commitment to you is to provide a claims service that is effective, professional, courteous and fair.

1. We will answer your call(s) within 4 rings
2. We will deal with your correspondence within 5 working days
3. We will issue cheques within 5 working days, on receipt of your acceptance of the claim
4. We will look to settle all claims in a fair way

We work with several key partners to ensure you receive the high standard of service you expect, when you need to make a claim:

- **Ellis May Loss Adjusters:**
Ellis May are an international firm of loss adjusters, and one of the leaders in handling high net worth claims. They combine technical expertise with a commitment to customer care, and tailor their reports to suit your individual claim, enabling them to handle any household or beach hut claims efficiently and fairly.
- **Solaglas Windowcare:**
Solaglas Windowcare are our 24/7 "Out of Office" call handling partner. If you need to contact us regarding a claim outside of our normal office hours, Solaglas will answer your call. The details of your claim will then be reported to us, so we can resume the claims process during the next working day. Solaglas can also provide you with emergency advice if your home is uninhabitable.
- **Guild Claims Service:**
Guild Claims Service are the leading jewellery claims management supplier to the insurance industry, offering you the widest replacement choice and a dedicated repair service.
- **The Graham High Group:**
The Graham High Group are an experienced team of loss adjusters who specifically deal with any subsidence and liability claim. They have processes in place that enable them to achieve in one visit what many of their competitors take several months to complete, ensuring your claim is handled as quickly as possible.

Your Duties

In the event of a claim you must:

1. Notify TL Risk Solutions as soon as possible giving full details of what has happened
2. Provide TL Risk Solutions with written details of what has happened within 30 days and provide any other information we may require
3. Forward to TL Risk Solutions within three days notice of the claim, if a claim for liability is made against you, any letter, claim, writ, summons or other legal document you receive
4. Inform the Police as soon as possible following malicious acts, violent disorder, riots or civil commotion, theft, attempted theft or lost property
5. Not admit liability or offer or agree to settle any claim without our written permission
6. Provide us with reasonable evidence of value or age (or both) for all items involved in a claim
7. Not dispose of any damaged items before we have had the opportunity to inspect them unless you have been advised by us to dispose of them
8. Take all reasonable care to limit any loss, damage or bodily injury

Your dedicated Claims Advisors are:

Matthew Briggs: 0113 224 5352

Claims Supervisor

Lindsey Calvert: 0113 224 5354

Claims Advisor

For any general queries or advice, please contact us on:

Tel: 0845 671 0669

Fax: 0113 224 5399

Email: enquiries@tlrisksolutions.com

Our office hours are 9am until 5pm Monday to Friday.

Our out of office telephone number in case of emergencies is 0845 600 5911.

Please return your completed form to:

TL Risk Solutions Ltd

Park Row House

19-20 Park Row

Leeds

West Yorkshire

LS1 5JF

We recognise the need for clear and concise information and the prompt and careful settlement of your claim. Please help us to help you by answering all relevant questions.

SECTION 1 – Insured details

Policyholder(s) name

Policy/reference number

Correspondence address

Preferred method of contact Telephone Fax Email

Telephone

Fax

Email

Please provide details of the person we should deal with, if you are unavailable. This person must be authorised by you to discuss the incident:

Name

Position/title & contact details

SECTION 2 – Circumstances of loss

Date and time of loss

Address where loss occurred

Please provide full details of the loss

(Continue on separate sheet if needed)

Have the police been informed? Yes No

If YES, please state the station and reference number

When was the property last occupied prior to the loss?

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Is there any other insurance covering this loss? Yes No

If YES, please provide details (including policy number, address etc)

What precautions have been taken to prevent further loss, eg. boarding up?

Liability Claims

Please provide details of any liability claim brought against you

Please provide details of who(m) your claim payment should be made payable to

SECTION 4 – Declaration

I declare the details given on this form are true and complete to the best of my knowledge.

Name

Signature



TL Risk Solutions



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TLRS Claims Form v1 09/07 07679

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