

Windscreen Report Form



A Customer Details

Policy Number	<input type="text"/>		
Name	<input type="text"/>	Date of Birth	<input type="text"/>
Address	<input type="text"/>	Phone	<input type="text"/>
		Mobile	<input type="text"/>
		Are you registered for VAT?	<input type="text"/>

B Your Vehicle

Make and Model	<input type="text"/>	Year	<input type="text"/>
Registration	<input type="text"/>	Cubic Capacity	<input type="text"/>

C The Event

Date of Breakage	<input type="text"/>	
Which window was broken?	<input type="text"/>	
Type of Glass	<input type="text"/>	e.g. laminated, tinted, toughened, heated
Repaired or Replaced?	<input type="text"/>	
Give brief details of the cause	<input type="text"/>	

D Declaration

DATA PROTECTION – Aviva Insurance Limited (“we”, “us” or “our”), as data controller, will keep the information you provide about yourself and about third parties confidential. We may use it to advise on, provide and administer insurance products and financial services provided by us or other Aviva companies and sometimes with our affiliates and/or commercial partners, in order to comply with legal obligations imposed on us. We may share the information both inside and outside of the European Economic Area, in confidence, for these purposes with agents or service providers we have appointed, private investigators, regulatory organisations, other insurance and financial services companies (directly or via a central register), other Aviva group companies, those to whom we outsource certain business operations and as required by law. We will process this information and store it on our computer and manual record systems.

To assist in preventing, detecting and/or protecting our customers and ourselves from theft and fraud, we may use your information to make searches of our or other Aviva companies’ records. If you give us false information or fail to disclose information and we suspect fraud, we will record this. We also participate in industry databases such as those operated by Insurance Ireland for the purpose of sharing of information among insurance companies as a check against non-disclosure. From time to time, we may record your telephone calls for verification and training purposes.

If you would like a copy of the details we hold about you, please write to the Regulation and Compliance Manager, Aviva Insurance Limited, One Park Place, Hatch Street, Dublin 2. Please enclose the correct fee (€6.35). You also have the right to correct any errors in the information held about you, block certain uses or object to the processing of your personal data.

Aviva Insurance Limited, trading as Aviva, is authorised by the Prudential Regulation Authority in the UK and is regulated by the Central Bank of Ireland for conduct of business rules. Registered Branch in Ireland No 900175. Registered Branch Address One Park Place, Hatch Street, Dublin 2. Registered in Scotland No 2116. Registered Office Pitheavlis, Perth, PH2 0NH.

Please sign the form on the next page and return completed form to:
Aviva Claims Service Centre, Western Distributor Road, Galway

Important: Some of the questions on this form may ask for details about your health and convictions and the health and convictions of third parties material to this risk – please do not send us any genetic test results. This information is important for underwriting and claims purposes and will remain confidential. By signing the declaration below, you are giving us permission to process these details for the above purposes, including checking with third parties or accessing State or other official records to verify whether the details you have given are accurate and complete. By signing below, you are confirming that you have fully explained to each person who requires this insurance cover why we asked for this information and what we will use it for. You are also confirming each person has agreed to this.

ONLY SIGN THE FOLLOWING DECLARATION IF YOU FULLY UNDERSTAND, AND HAVE MET, ALL OF THE ABOVE REQUIREMENTS.

Declaration

I confirm:

1. That I am giving my permission for information provided in this form to be used for the purposes set out in the Data Protection section above.
2. I have read all the answers to the questions on this form and declare them to be true and accurate in every respect. I hereby leave in the hands of Aviva, in accordance with the conditions of the policy, the conduct and settlement of all claims and litigation arising out of this incident and to which this policy applies as they think fit and without reference to me. I also undertake to render all assistance in my power to Aviva in the handling of this claim.

Signature of Policyholder:

Date:

Aviva Claims Process

We want to provide the best possible service to you in respect of all claims.

Whether our claimants are Aviva customers, or Third Parties availing of our services, we understand that it is important that claims are finalised at the earliest opportunity. Our job is to facilitate this. We would ask claimants to please assist us by forwarding any information or documentation we may require to bring the matter to the earliest possible conclusion. Where further documentation or clarification is required by us to process a claim, we will advise of this in writing, at an early stage.

Any information provided to us in connection with a claim application will be processed both inside and outside of the European Economic Area by us, by other Aviva Group companies and by those to whom we outsource certain business operations to confirm the claimant's identity, process the application, to record and cross reference claims particulars in insurance industry databases such as Insurance Link for fraud prevention purposes and to prevent, detect and/or protect our customers and ourselves from theft and fraud. If false information is provided to us or there is a failure to disclose information and we suspect fraud, we will record this. In certain cases, this may involve the sharing of your information with other insurance providers and private investigators. Guidelines for sharing of information in this regard are contained in a Code of Practice on Data Protection for the Insurance Sector which has been approved by the Data Protection Commissioner. Individuals have a right to obtain a copy of data held about them on Insurance Link. If you have any queries in connection with Insurance Link, please refer to customerfeedback@aviva.ie.

Where you provide information to us about others, you are confirming that you have informed them why we collect their information and what we will use it for (as set out above) and that you are confirming you have obtained any necessary consent.

Where we need to engage the services of a loss adjuster or expert appraiser to assist in the settlement of the claim, contact information will be given as appropriate. We value and rely on the advice and professionalism of all advisers appointed on our behalf. We believe they provide an efficient, fair and impartial service in the resolution of claims. If claimants wish, at their own expense, they may engage the services of a Loss Assessor to act on their behalf.

In relation to settlement of property damage claims, we may pay a portion of the agreed settlement amount up front and release the remainder on receipt of appropriate confirmation that the agreed sums have been incurred, the work has been completed and/or property has been reinstated.

If a claim involves third party damage or injury, we welcome the opportunity to discuss the matter directly with claimants, as it may be possible to resolve quickly and without lengthy procedures. Where there is no issue in relation to liability, it is in everybody's interests to settle the claim at the earliest opportunity. If a claimant has been injured and the claim qualifies for consideration by InjuriesBoard.ie, the claimant has the choice to continue to deal with us directly or to engage with the Board. Details of the InjuriesBoard.ie process and procedures can be found at www.injuriesboard.ie.

If a claimant has been involved in a motor accident with an uninsured or unidentified vehicle or with a foreign registered vehicle, we would advise them to contact the Motor Insurers' Bureau of Ireland at www.mibi.ie.

Remember that, if a claim is paid under a policy, the settlement of that claim may affect future insurance contracts of that type. For further information in this regard, claimants should contact their agent, broker or branch. Please note that, for verification and training purposes, telephone calls relating to a claim may be recorded.

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EMOMG11822 09.14