

# Help us to help you!



- Notify any claim immediately to **1890 666 888**.
- Take emergency steps to limit any damage to your home. For example, if you have a burst pipe, get a plumber as quickly as possible (and remember to keep the damaged pipe, as our loss adjuster may need to see it). Photos of the damage should also be taken if possible before any emergency repairs are carried out.
- Seek an estimate for repairs or replacement estimates ASAP. For all glass damage claims we recommend Glasscare and we can arrange for them to contact you to do the work/provide a quote.
- If we appoint a Loss Adjuster then contact the Adjuster/Adjusters office directly with any queries you may have. The Loss Adjuster is appointed to handle the claim on behalf of Aviva. Also post any claim documents directly to the Loss Adjusters office.
- Should you have any issue/complaint with one of our Loss Adjusters do not hesitate to raise the issue with them and if your still not happy then contact us on 1890 666 888.
- Please allow 5- 10 working days from settlement being agreed until you or your broker receive the cheque.
- The following are some of the most common claims and we have outlined what you need to do in the event of one of these claims:

## Storm

- › Contact a reputable builder immediately to arrange emergency repairs or boarding-up.
- › Photos of the damage should be taken if possible, before any emergency repairs are carried out.
- › Wet or damaged items can be lifted or removed from your home, BUT do not dispose of any damaged items until your claim has been settled or these items have been inspected. Store in a shed, attic, skip or outhouse.
- › Dehumidifiers can be used to dry out walls and ceilings.

## Water (including burst pipes caused by freezing weather)

- › Contact a plumber immediately to stop the leak and minimise any further damage.
- › Photos of the damage should be taken if possible, before any emergency repairs are carried out.
- › Obtain a plumbers report on the cause of water leakage.
- › Wet or damaged items can be lifted or removed from your home, BUT do not dispose of any damaged items (including pipe) until your claim has been settled or these items have been inspected. Store in a shed, attic, skip or outhouse.
- › Dehumidifiers can be used to dry out walls and ceilings.

## Flooding

- › Cleaning up your home after a flood can be a lengthy and traumatic experience. We have therefore provided a specific booklet for Flooding which is also available for download. It is designed to give you practical tips on how to restore your home in a safe way while preventing against the threat of future flooding.

## Theft or Vandalism

- › Secure your property and its contents at all times.
- › Report the loss to the Gardaí and note the Pulse ID (reference number).
- › Gather supporting documentation for the stolen items (receipts/valuations).

## Subsidence

- › Contact Aviva immediately.
- › Do not carry out any structural repairs.
- › Do not instruct experts or contractors without prior agreement from Aviva Insurance.