

Emergency insurance claims

Should a large or serious incident occur outside of our office opening hours there are a number of ways in which your claim can be registered.

Firstly, if you have access to your policy document, this should provide emergency contact numbers and procedures for your insurer.

In case you do not have access to your policy booklet, or cannot find emergency contact details, we have listed general out of hours contact numbers for the majority of the insurance companies that we deal with below.

Please be aware that insurance companies are likely to employ the services of a loss adjuster to deal with the claim on your behalf. However, we recommend that you do not sign up to the services of a loss ASSESSOR to act on your behalf without first consulting with your normal Jelf Group contact or speaking to the claims consultancy contacts set out below:

Company	Emergency Arrangements	Emergency Contact No
Aviva	For Aviva clients they phone Clubline number in policy booklet which are operational 24/7.	0500 114477
Aviva Bonus Policies	For Aviva Bonus clients phone Clubline number as above	0500 114477
AXA Insurance	Out of hours (before 09.00 and after 17.00) they have an emergency number manned by GAB Robins Loss adjusters	0870 9000 860
RSA	One telephone number for all property claims. Service is available 24 hrs a day, 365 days a year	0870 607 6516
Allianz Cornhill	Out of hours service provided by Cunningham Lindsey plus Davies Loss Adjusters	02920 386713 + 0870 4201100
NIG	Currently use Woodgate & Clarke Loss Adjusters.	01732 520270
Zurich	One telephone number for all property claims. Service is available 24 hours a day, 365 days a year	08453 002 055
Fusion	Fusion will take emergency calls themselves and will then appoint the appropriate expert/adjuster	07792 055362 John Cox
AIG	One telephone number for all property claims. Service is available 24 hours a day, 365 days a year	0870 4201162
ACE	Crawfords Loss Adjusters 24hr helpline	0121 230 6322
Groupama	Ashworth Mairs 24 hr helpline	0131 654 5444
St Paul	Cunningham Lindsey 24hr helpline	029 2038 6713

In case you are unable to find your policy documents, have difficulty in contacting your insurer or have your policy with an insurer not listed above, the Jelf Group have teamed up with a specialist claim firm, The Claims Consultancy, who can offer you advice. In the event of a large or serious incident you can contact them on 01666 840 536, 07730 425 599 or 07773 682 166.

You can also contact our Elite Claims team on Emergency claim helpline number 0845 758 5242.

<http://www.theclaimsconsultancycompany.co.uk/>