

# My home was broken into



## You tell us about your claim.

Call Zurich on 01 609 1436 or Email [claimnotification@zurich.ie](mailto:claimnotification@zurich.ie).



If your contents are insured with us, you'll need to provide a list of the items taken, proof of ownership such as photographs and receipts and an estimate of the costs to repair or replace these with like for like replacements.



We may arrange for a Loss Adjuster to meet with you on site, who will talk you through the next steps in proceeding with your claim.



## Your claim is complete.



We'll deduct your excess from your final settlement\*.



## We'll ask you some questions:

- What's happened?
- What's damaged?
- What's been taken?
- Was anyone home at the time?
- How did they get in?
- Is the property secure?



If there's damage to your property, you'll need to provide photographs of the damage and an estimate to repair the damage.



Once we've established that the cause of the loss or damage is covered under your policy, we'll agree the costs required to complete the repairs or replacement with you.



- Please take photos of the damage as it helps later on.
- Don't dispose of any damaged items or proceed with repairs without our consent.

\*In some cases a portion of the claim payment may be held pending completion of the repairs and provision of supporting documentation. All claims are subject to the terms and conditions of your policy.

During the claims process you have the right to appeal decisions made by Zurich Insurance Europe AG. Should you wish to do so, please contact your claims handler to discuss the matter further.