



## Contract Works Claims

Having the right information to hand when making a claim can significantly reduce the time it takes to process it. So we've listed what kind of questions we'll ask and what we'll need to know when you or your customer calls.



Questions we'll ask	Guide to the information we'll need
What's happened? Where did it happen?	You'll need to provide full details of what's happened and where the damage occurred.
Was someone else responsible for the damage?	We'll need full details of the responsible party, name, address, contact numbers.
Was the incident reported to the police?	We'll need the crime reference number and the address of the police station dealing.
Are the original purchase receipts available?	If not, is there any other proof of ownership available, manual, box, bank or credit card statements confirming the purchase?
Is the business VAT registered?	If yes, we'll need the VAT number
The Contract Works	Who owns the damaged item? Is it part of an existing structure?
Own Plant	Is the Plant registered with the TER (The Equipment Register)? If so what's the registration number?
Hired in Plant	Is the Plant registered with the TER (The Equipment Register)? If so what's the registration number?
Employees tools	Does the employee have their own insurance? If so, who are they insured with? What's the approximate value of the loss? Are they VAT registered?