



Goods in Transit 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, when did it happen and where did it happen?	You'll need to provide as much detail as possible when reporting the claim. When was the damage discovered and who discovered it?
Were goods being delivered to a customer?	If yes, we'll need the name and address of the customer.
Were the goods being carried in or on the customer's vehicle?	If yes, we'll need the model and registration number of the vehicle. If no, we'll need details of who's vehicle was involved.
Has the incident been reported to the police?	We'll need the crime reference number and the address of the police station dealing with the incident?
Was a courier used?	If yes, are the delivery note and other contract documents available? Is the delivery note signed by the customer? Has the customer written to the courier holding them responsible? If they have, when was contact made? If they haven't, why haven't they?
Has any compensation payment been made to the insured?	If any compensation has been received we'll need full details of the amount.
What items have been taken or damaged?	We'll need as much detail of the item as possible.
Has anything already been replaced?	If yes, we'll need full details of what's been replaced.
Are estimates available?	We'll need copies of any estimates for goods already received.
Are the original purchase receipts available?	If not, why not? Is there any other proof of ownership available such as bank or credit card statements confirming the purchase?
Are the damaged goods available for inspection?	If no, why not?
Is there any salvage value?	If yes, what is the value? If no, why not?