



Theft away from the premises

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, who discovered it and when did the theft occur?	You'll need to provide full details of what's happened, who discovered the theft and when it happened.
When was the item last seen?	Please give details of when you last saw the item(s) being claims for.
Why was the item away from the premises?	Was the item required on a job? Had it been lent to another person?
Has the theft been reported to the police?	We'll need the crime reference number and the address of the police station dealing with the theft.
Has anyone been apprehended or prosecuted for the theft?	If someone is being prosecuted, please give us details of the case.
Was the theft from a vehicle?	If yes, was the vehicle unattended? Where in the vehicle was the item? Where was the vehicle when the item was stolen? Was the vehicle securely locked? What damage was sustained to the vehicle? Is there an invoice for vehicle repairs?
Are there any witnesses or CCTV?	If there are any witnesses, we'll need their names and contact details. If CCTV is available we will need details of where any cameras are located and who owns the CCTV.
Does the customer own the items and are they responsible for them?	If no, we'll need the name and contact details of the owner of any items.
Are the original purchase receipts available?	If not why not? Is there any other proof of ownership such as a manual, box, bank or credit card statements confirming the purchase?
Are estimates available?	We'll need copies of any estimates for goods already obtained.
Is the business VAT registered?	If yes, we'll need the VAT number