



## Theft 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, who discovered it and when did the theft occur?	You'll need to provide as much detail as possible when reporting the claim about when the theft occurred.
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 theft.
Did the theft happen during usual business hours?	If not, when did the theft occur?
Were the premises occupied at the time of loss?	If no, when was the property last occupied, why was no one there?
How and where was entry gained?	Were there any signs of forced entry?
Has anything been stolen from outside the property?	For example in the on-site yard?
Is the customer responsible for any damage to the building?	If no, who is responsible?
Are any members of staff suspected of the theft?	If yes, when were they discovered?
What items are being claimed for?	Please list all the items that are being claims for.
Are estimates available?	We'll need copies of any estimates for goods already obtained.
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?
Who has access to the keys and alarm codes to the property?	If more than one person, we'll need the names of everyone who has access to the alarm codes.
Are any residents able to stay in the building?	If the property is not habitable, we need to know if people are staying with family or friends or if we need to arrange alternative accommodation.
If business – how many staff work there?	We need to know how many staff are affected.
Is the business still able to trade?	If no, why not?
Are there any other local premises?	Does the customer have other premises that they can trade from?
Is the business VAT registered?	If yes, we'll need the VAT number.