



CLAIM FORMS FOR PROPERTY & LIABILITY (NON-MOTOR)

Claims for the following losses will still require completion of the existing claim forms;

- Livestock
- Personal Accident/Sickness
- Employers Liability
- AWB
- Public Liability (with or without injury to the claimant)

For all other property losses the Insured will no longer be required to complete a claim form unless it is their preference to do so. Where we do still require claim forms we can register the claim whilst awaiting the claim form however, please ensure you supply at least the minimum level of information. Claims can be reported via telephone 01452 899778, email to glo.comclaims@nig-uk.com or by post to Avening House, Falcon Close, Green Farm Business Park, Quedgeley, Gloucester GL2 4LY

The minimum level of information required in order for us to register the claim on the system will be;

- Policy Number
- Incident date
- Risk Address
- Peril & details of what has occurred

Where the claim is for lost, stolen or damaged items please ensure the following information is provided;

- Make and Model of item/s
- If damaged a report confirming the item is beyond repair or repair estimate
- If lost or stolen, supporting documentation e.g. original purchase receipts, manuals, photographs.

Other information which will be required for specific perils:

- Claims for theft, loss, malicious damage, livestock worrying - must be reported to the police and the crime reference number provided.
- Claims for Theft from the Premises and Escape of Water - please confirm whether the property was occupied at the time of the incident and if not, please confirm the date that it was last occupied.
- Impact – please advise who has caused the impact, if a third party is at fault please request the Insured provides as much detail as possible in regards to the third party and their vehicle for recovery purposes.
- Loss of Metered Water – please provide copies of the water bills for the 12 months prior to the loss and the first bill after the pipe has been repaired, along with details of any leakage allowance.
- Frozen Food – Please confirm whether it is a commercial or domestic loss. An itemised list with prices will be required. If possible photos should be taken prior to disposing of the spoiled food. Butchery invoices may be requested should the loss relate to a significant amount of meat. Stock lists/delivery invoices if commercial.
- Building damage – preferably 2 estimates for repairs.
- Fire – wherever possible please advise the cause of the fire and the details of any responsible party if applicable.

Please note that it would be impossible for us to list every claim scenario and the above list is not exhaustive. Depending on the claim, additional information may be required. Each claim is dealt with on its own merit.

CLAIM FORMS FOR MOTOR

In order to streamline the claims process for our customers, NIG Farmweb Motor Claims Handlers will no longer ask for a completed and signed claim form from the client at the outset of a claim as a matter of process.

There are situations which may still require a completed form, and where this is necessary handlers will make contact to request this, detailing why completion is necessary. Circumstances requiring completion of a claim form include Litigated cases, and Theft/Disputed Liability cases requiring additional information or diagram.

Whilst a completed claim form will not be required on many occasions, it is important to note that the questions within the claim form should still be referred to when providing initial claim notification, as the questions within the form are required for claims validation purposes. Any missing information will result in additional unnecessary telephone calls, and your assistance in minimising these calls would be appreciated.