

## DAMAGE CLAIM GUIDANCE NOTES

Please note that in order to process your claim with optimum efficiency we will require receipt of the necessary documentation as outlined in the following pages.

The sooner we have the claim form and documentation needed the sooner we will be able to deal with your claim. If there are any circumstances that will cause delays please call us on **0333 004 1999** and we will endeavor to assist you in any way possible.

Please note that while we will make every effort to complete your claim in the shortest time possible delays in the return of any necessary documents requested may prolong the life cycle of your claim.

Dependent upon the circumstances of the claim the insurers may need to request additional documentation or information in order to process a claim.

Thistle Insurance Services Limited will be responsible for handling your claim with the authority of your insurers, and in respect of all aspects of the assessment and processing of your claim, we will be acting at all times on the insurers behalf.

**Please note the information contained in this document is for guidance only and does not indicate acceptance of a claim. The contents do not form part of the contract of insurance.**

### Contact details

Claims telephone: **0333 004 1999**

Claims email: [guardclaims@thistleinsurance.co.uk](mailto:guardclaims@thistleinsurance.co.uk)

### Claims Department opening hours

Monday - Friday

9.00am - 5.00pm

### Address

**Claims Department**

**Thistle Insurance Services Limited**

**Southgate House**

**Southgate Street**

**Gloucester**

**GL1 1UB**

### Important notice for customers who pay by Direct Debit:

Do not cancel your Direct Debit. Not paying your premium could affect your claim and future cover.

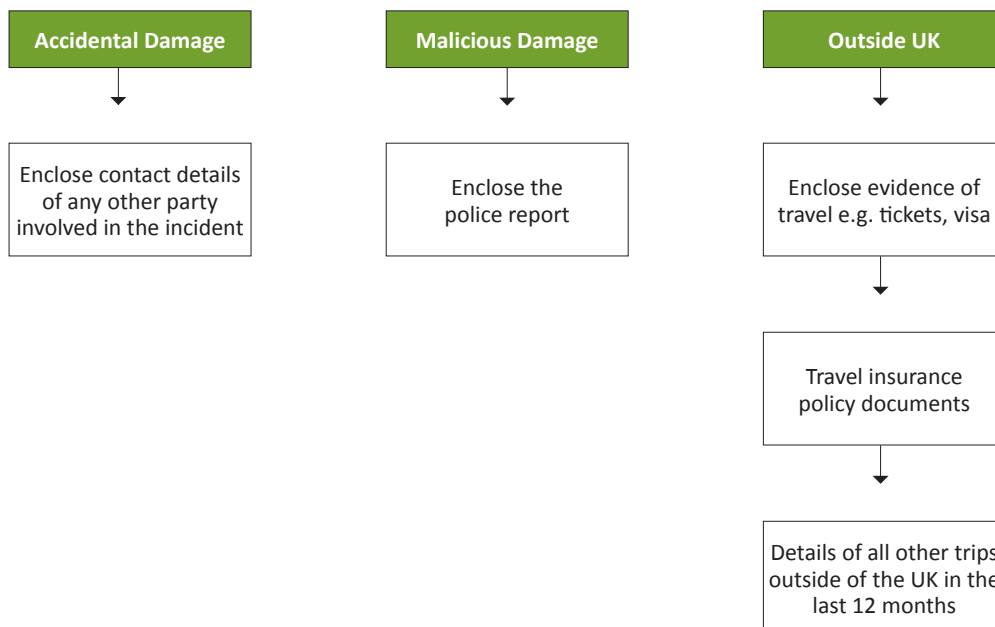
## What you need to send us

For all cycle damage - make sure you have enclosed the following:

- Completed claim form
- Original purchase receipt for equipment or bank/ credit card statement showing purchase
- Details of previous insurers
- Details of previous claims/ incidents
- Details of household insurers
- Details of any witnesses
- Copies of proof of ID e.g. passport, driving licence
- Copies of verification of address e.g. utility bill, bank/ credit card statement with account number details blanked out
- A repair estimate including the cost and details of the damage
- Photographs of any visible damage
- All details from relevant section below

## In addition - where applicable

Was the damage:



**DAMAGE CLAIM FORM**

Please read the guidance notes provided before completing this claim form

**Section 1 - Your details**

Title:

Full name:

Sex:  Male /  Female

Occupation:

Home address:

Postcode:

Insured location (if different):

Postcode:

Home telephone:

Work telephone:

Mobile number:

E-mail:

Fax number (if available):

1. Have you made any cycle related claims (whether paid or not) or suffered any events that may have given rise to a claim, within the last three years?

Yes  No

If 'Yes', please provide details

2. Have you ever been convicted of any offence involving dishonesty, fraud, arson, or have prosecutions pending?

Yes  No

If 'Yes', please provide details

3. If your claim is for damage in transit, was a transport provider responsible for the property (e.g. airline, courier etc)

Yes  No

If 'Yes':

Name:

Reference number:

Contact details:

4. If your claim is for damage from outside of the UK, do you have a travel insurance policy which may also cover all or part of the incident?

Yes  No

If 'Yes':

Policy number:

Name of insurers:

Contact details:

5. If your claim is for damage from your home/ premises, do you have a home/ premises insurance policy which may also cover all or part of the incident?

Yes  No

If 'Yes':

Policy number:

Name of insurers:

Contact details:

6. Have you had previous insurance other than with Thistle Insurance Services/Cycleguard for your equipment?

Yes  No

If 'Yes':

Policy number:

Name of insurers:

Expiry date:

Contact details:

If 'No':

What prompted you to take out cover?

## Section 2 - Incident details

7. Please tick what your claim is for

Accidental Damage

Malicious Damage

Other (please specify):

8. Date of incident (dd/mm/yy):

9. The time when the property was damaged

Time:  am / pm

10. Where did the incident occur?

11. State exactly how the incident occurred?

12. Was someone else responsible for the incident?

Yes  No

If 'Yes' please give contact details and explain why they were responsible:

Name :

Contact details:

How were they responsible?

13. Was the bike damaged in a road accident?

Yes  No

If 'Yes', please provide a diagram of the road layout where the accident occurred indicating your position and that of any other party involved in the accident:

14. Were there any witnesses to the incident?

Yes  No

If 'Yes', please provide contact details:

Name :

Contact details:

Name :

Contact details:

Name :

Contact details:

## Section 3 - Police information

15. Date and time the incident was reported to the police:  
(malicious damage only)

Time:  am / pm      Date

16. How was the incident reported?

By phone

Online

In person

17. Address of the police station where the incident was reported:

18. Telephone number of the police station where the incident was reported:

19. Crime reference number given by the police:

20. Did the police attend the scene of the crime?

Yes  No

21. If the police were not advised immediately when the incident was discovered, please confirm the reason for any delay:

## Section 4 - Item details

Total value of the claim as estimated by you: £

Bike	Make	Model	Colour	Frame number	Date of purchase (dd/mm/yy)	Place of purchase	Original purchase price £	Estimated replacement cost £
1								
2								
3								

Any other accessories

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If you have any more items, or if you have any additional information which may be of assistance, please provide details below

