

Chubb Property Claims Process

For us to deal with claims as efficiently as possible, we require certain information from you to enable faster review of your claim.



1. Claim form

- A description of what has happened with all the known details
- Location of loss
- Contact details for the Insured
- Date of loss
- Bank details for the Insured



2. Photos

- Where possible photos showing the damage



3. Itemised quote/invoice

- Detailing remediation required

We have detailed some examples of specific information required for a variety of insured perils:



1. Water leak

- Plumbers report stating the leak(s) have been fixed and confirming the cause of the leak



2. Mechanical breakdown

- Engineers report stating the cause of the breakdown



3. Contents/Stock loss

- Detailed schedule of the items damaged/stolen
- Any document that adequately supports the amount claimed i.e.
 - Quote or invoice for repairs of damaged items
 - Quote or invoice for replacement of lost documents or damaged items



4. Glass damage

- Quote or invoice with a comment on the cause of the loss



5. Theft/malicious damage

- Confirmation that the details have been reported to the police and their number
- Any document that adequately supports the amount claimed i.e.
 - Quote or invoice for repairs of damaged items
 - Quote or invoice for replacement of lost documents or damaged items



6. Third party claims

- Please obtain contact details for all involved parties

If you have received any other information or documentation from a plumber, electrician, engineer or other professional, please include this in your claim submission.

In the unfortunate event of an emergency event, please contact Us as soon as possible so we may expedite our assistance. If the loss is outside of the usual business hours please call Crawford & Company Loss Adjusters on 0800 66 56 56.

Click here to open the Claim Form

