

Personal accident claims



ECCLESIASTICAL

INSURANCE YOU CAN BELIEVE IN

How we will handle your claim

We are totally committed to providing you with a first-class service.

We will:

- provide clear guidance;
- settle your claim promptly;
- keep you informed of your claim's progress.

When you tell us about a claim, we will aim to:

- respond to your claim, on the phone or in writing, and take action within five working days;
- respond to all correspondence within 10 working days; and
- send cheques to you within five working days of settlement being calculated.

This leaflet sets out the procedures we will follow for personal accident claims. If you would like more information, please phone our Claims Department on 01452 528533.

Approving claims

For us to deal with your claim, we need to check the policy cover. We will need an accident report form that must be filled in by you and the doctor who examined you (usually your GP). Your doctor may make a small charge for filling in the medical certificate on the report form and you are responsible for paying this fee. You cannot recover it as part of the claim under the policy.

We may ask your doctor to send us a more detailed report. We may also ask you to have a medical examination by a doctor we instruct and who will send us a report. The medical reports help us to better understand the injuries you have suffered and how long you are likely to be affected by them. We will be responsible for the cost of these reports.

Our service standards and complaints procedure

If you have any suggestions on how we could improve our service to you, or if you are not satisfied with the way we dealt with your claim, please write to:

Chief Claims Manager
Ecclesiastical Insurance Group
Beaufort House
Brunswick Road
Gloucester
GL1 1JZ.

If you would like to discuss your claim, or would like a copy of our full complaints procedure, please call our Claims Department on 01452 528533.



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Tel: 01452 528533

www.ecclesiastical.co.uk

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E-mail: claims@eigmail.com