

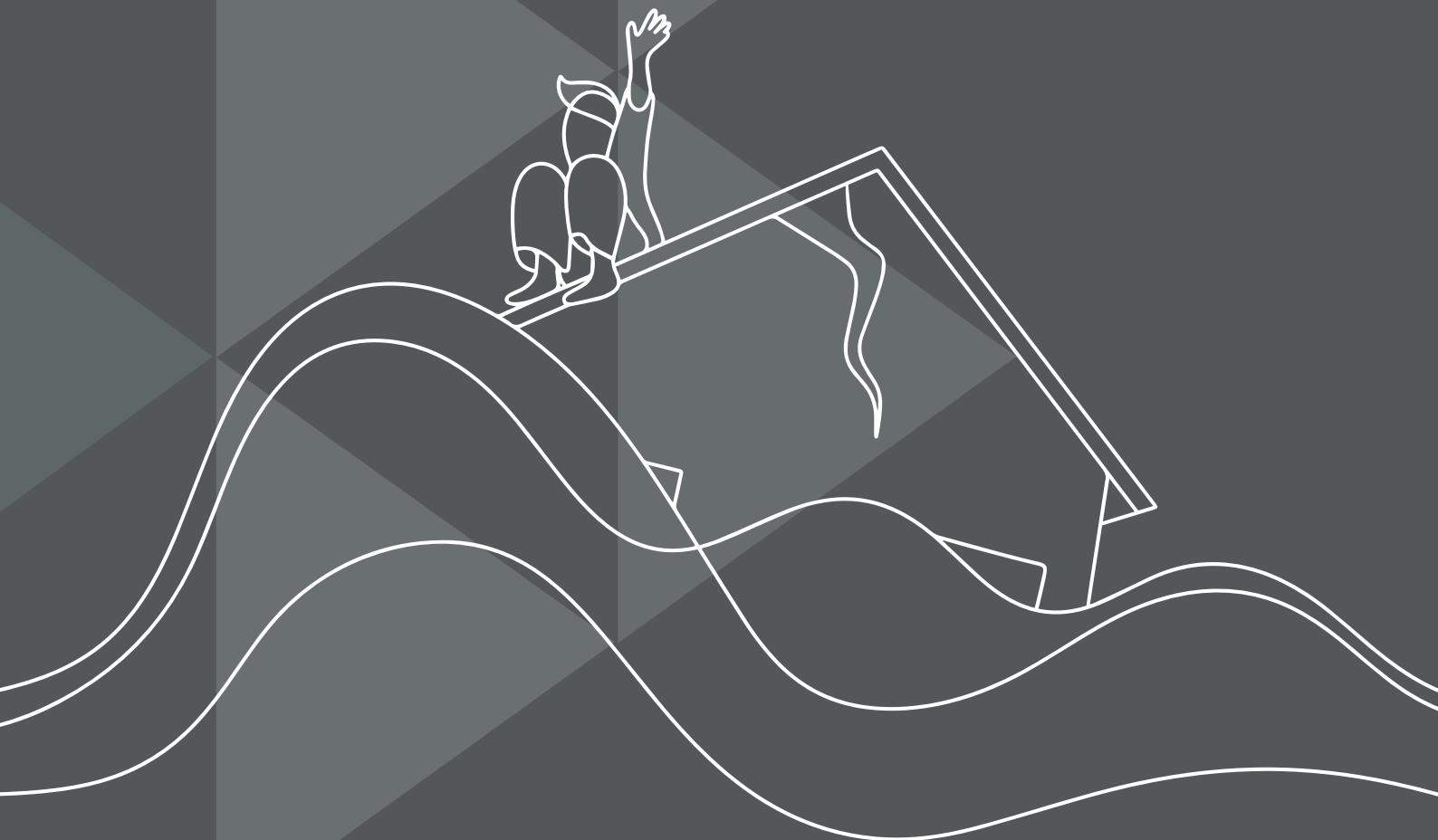
PRESTIGE

UNDERWRITING

CUSTOMER GUIDANCE

SPECIALIST CLAIMS ASSISTANCE

(GB Coverall & Thatched Home Insurance)



SUPPORT WHEN YOU MOST NEED IT

Nobody wants to make an insurance claim but when there's major loss or damage to your home, you'll want to be confident that it's going to be sorted fast. That's why we've included a specialist claims assistance cover in our **Coverall** Home Insurance policy and **Thatched Home** Insurance policy.

SPECIALIST CLAIMS ASSISTANCE COVER

In partnership with Qclaims, professional personal claims support is provided to customers with home insurance claims over £20,000.

Qclaims specialists are independent. They work for you. They'll guide you through the process, prepare all the information and liaise with your insurer and their representatives to ensure your claim runs smoothly. They work with you to manage the reinstatement of property and replacement of your belongings, helping you to get back on your feet fast.



SCOPE OF COVER

Qclaims' specialist claims assistance is available for any Prestige Underwriting customer who has a property damage claim (i.e. physical loss, or damage to, the Insured property) that is estimated at **£20,000** or greater.

For any property claim over £20,000, policyholders will be allocated their own Qclaims Adjuster who'll represent you in your presentation of your claim to your insurer. Their aim to achieve the fastest and fairest settlement available under the terms of your policy. A vast amount of detail is required in preparing a claim and failure to provide this can lead to delays and even reduced payments.

EXPERTS ON YOUR SIDE

- *Provides peace of mind in stressful situations. Policyholders can focus on their lives and families and Qlaims will focus on preparing the claim.*
 - *Qlaims ensures a loss is correctly claimed, being properly prepared and presented in accordance with policy cover.*
 - *No charge for these preparation services. Qlaims covers unlimited fees from their appointed expert, regardless of claim size.*
- Experts on your side*

WHAT DO I DO TO GET THIS SUPPORT FROM QLAIMS?

Notify your claim to your Broker as outlined in your policy booklet. Qlaims will contact you, generally within 1 hour during core hours and arrange either a personal or virtual visit by their claim specialist. Qlaims will appoint a personal Qlaims Adjuster (nationwide panel of CILA adjusters) with appropriate expertise for your specific situation.



At your choice, **Qlaims** also offers access to video streaming technology to get your claim underway fast, and the enable easy and convenient documentation of your loss. Also available, from day one you'll be able to track the progress of your claim in real time 24/7 using the secure QlaimsTrak portal.

*Please refer to the Coverall or Thatched Home policy wording for full policy terms.
Please refer to your Broker should you have any questions.*

www.prestigeunderwriting.co.uk

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