



Making an Insurance Claim with Endsleigh Insurance

As a resident in University accommodation, you are covered by a personal belongings insurance provided by Endsleigh Insurance.

Stolen Items:

1. Make a complete list of the stolen items.
2. Contact Swansea Police Station on +44 (0)1792 456999 to give them your completed list. *Please do NOT call 999*
3. Get a crime number from the Police - keep a note of this, as you will need it to make your insurance claim.
4. Collate your proof of ownership for the stolen items such as:
 - Original invoices, receipts, manuals, a photograph or guarantee certificates. These must be originals, photocopies are not acceptable.
5. If you do not have proof of ownership to provide with your claim form, contact Endsleigh
6. Send your completed form and proof of ownership documents to Endsleigh.
7. Endsleigh should contact you within 48 working hours of receiving your claim form. If you do not hear from them within this time then call them.

Damaged Items:

1. Make a complete list of the damaged items.
2. Take photos or video footage to help you make an inventory of possessions - photographic evidence can back up your evidence/version of events.
3. Take pictures of any damage to your room or damaged items.
4. Complete the claim below form providing as much information as you can.
5. Send your completed form and proof of damage (i.e. photos) to Endsleigh.
6. Endsleigh should call you within 48 working hours of receiving your claim form. If you do not hear from Endsleigh within this time then call them.

Important Points

- Do not throw away any damaged items as Endsleigh may wish to examine them.
- There is no need to get estimates to replace items - Endsleigh will do this.
- Endsleigh have a range of specially selected suppliers who can arrange to collect and inspect damaged items.
- Endsleigh will normally replace items through one of their specially selected suppliers. Where this is not possible, they will pay in cash.

Full details of your cover:

www.swansea.ac.uk/accommodation/preparingforarrival/insurancecover/

[Endsleigh Insurance Claim Form: www.endsleigh.co.uk/claim-centre](http://www.endsleigh.co.uk/claim-centre)

Endsleigh Tel No: 0870 241 6104