

The role of the loss adjuster



ECCLESIASTICAL
INSURANCE YOU CAN BELIEVE IN

Committed to providing

Every year, we pay out millions of pounds in insurance claims. For some people, claiming can be a stressful experience, especially if it is a large claim or involves personal and treasured possessions.

We understand that you want your claim to be resolved as quickly and efficiently as possible so that life can return to normal. However, some claims are better dealt with face to face rather than by letter or phone. In these circumstances, we may ask for the help of loss adjusters.

The purpose of this leaflet is to tell you more about loss adjusters and how they can help resolve your claim.

What do loss adjusters do?

Loss adjusters will work out your claim and make sure that you receive a fair settlement.

Who pays their fees?

We pay all the fees charged by any loss adjusters we have instructed.

How can loss adjusters help?

Loss adjusters help by advising you on how to carry out any emergency repairs which might be necessary to secure your property or to limit further damage or loss.

They help to collect all relevant information concerning your claim and then send it to us with their recommendations so we can settle your claim as quickly as possible.

Fraudulent claims

Many people wrongly believe that insurers only instruct loss adjusters when they feel a claim may be fraudulent.

This is not the case. We employ loss adjusters to help us, and make sure that you receive what you are entitled to.

How can you help?

If items have been stolen or destroyed, it is helpful if you can prepare for your meeting with our loss adjusters by collecting any original purchase receipts, valuations, guarantees or even photographs of the stolen or damaged items. If you have reported the incident to the police, please have the crime reference number ready. The loss adjusters will deal with the police to help trace any recovered goods.

Our service standards

We are totally committed to providing you with a first-class service. If you have any suggestions on how we could improve our service to you, please write to:

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

If you would like to discuss your claim, please call our Claims Department on 01452 528533.



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Tel: 01452 528533

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