



GAUNTLET MOTOR CLAIM GUIDANCE NOTES



Motor Accident & Fire Damage claims

In order to comply with policy conditions and ensure that your claim is dealt with efficiently, please complete the [downloadable motor accident claim form](#) and return it to our office without delay. Please also notify us of the incident by completing the [brief online notification form](#) (which is particularly useful outside office hours) or by telephoning us on 0113 2448686 Monday to Friday between 8.45 am and 5.15pm.

Motor Theft Claims

In case of Theft or any other criminal act resulting in damage to property, please notify the police immediately and obtain from them a Crime Reference Number as this is a requirement of the policy cover. [Please telephone our office to obtain the claim form](#)

All Claims

Do not repair, replace or dispose of any property without receiving authorisation from either ourselves or the Insurers as the cost must be agreed and approved first.

Do not make any admission of blame to anyone whatever the circumstances. If you should receive any correspondence or direct contact from a Third Party or Insurer please refer them to our office.

PLEASE DO NOT MAKE DIRECT CONTACT WITH THE INSURER

If you have any queries relating to this or any other claim, you should read the [frequently asked questions](#) on this website or [contact us by e-mail](#). As your appointed Insurance Broker we are best placed to look after your interests and see that you get settlement of your claim as speedily as possible. Should you receive any telephone calls from the Insurers or anyone acting on their behalf without prior notification, please let us know immediately and refer them to us for clearance so we can monitor the progress of your claim.

UNINSURED LOSS CLAIM GUIDANCE NOTES

Please note that in order to claim back any costs from a Third Party you must provide full details of their insurance policy on both the [downloadable motor accident claim form](#) and the downloadable [uninsured loss claim form](#).

In addition it is very important to provide the names and addresses of any independent witnesses who can support your version of events.

FAILURE TO PROVIDE THIS INFORMATION MAY PREVENT US FROM RECOVERING YOUR LOSSES IN FULL

In due course we will require documentary evidence to support your claim as follows:

- * Copy invoice for your vehicle repair costs or the excess payable
- * Copy invoice for replacement Hire Vehicles if required whilst your own vehicle is off the road
- * Full details and proof of any Loss of Earnings incurred following the accident
- * Full details and proof of any other losses
- * Together with a copy of your Gauntlet Motor Accident Checklist, if one was completed at the scene of the accident.

**PLEASE COMPLETE THE GAUNTLET UNINSURED LOSS CLAIM FORM & FAX BACK TO
GAUNTLET ON 0113 243 8668**