



Emergency insurance property claims

Should a large or serious incident occur outside of our office opening hours there are a number of ways in which your claim can be registered.

Firstly, if you have access to your policy document, this should provide emergency contact numbers and procedures for your insurer. In case you do not have access to your policy booklet, or cannot find emergency contact details, we have listed general out of hours contact numbers for the majority of the insurance companies that we deal with below.

If you have purchased **Jelf Claims Assist** (administered by Lorega Ltd) this will provide you with your own claims expert at the time of a material damage or business interruption loss over £5,000, please ring **020 7767 3070** outside our office hours. Provided the loss is covered a loss adjuster will be appointed by Lorega to specifically work on your behalf. Please be aware that the insurance company is also likely to employ the services of a loss adjuster to deal with the claim. You may in addition separately be contacted by other Loss Assessors who will offer their services to you on a fee basis. You will not require their services if you have **Jelf Claims Assist** and even if you do not have this level of cover we recommend you do not appoint such companies without first consulting your normal Jelf contact.

Company	Emergency Arrangements	Emergency Contact No
All Personal Motor claims DAS Motor Breakdown	Available 24 hours a day, 365 days a year	0800 107 0694 0800 731 5123
Aviva	Available 24 hours a day, 365 days a year	Motor Fleet – 0800 2100057 Property – 0844 891 5054 Household – 0800 012 345 HNW Motor Fleet / Property – 0800 051 1750
Axa	Motor out of hours service is provided 24 hours a day 365 days a year Property out of hours service provided by GAB Robins Loss Adjusters 24 hours a day, 365 days a year	Motor Fleet – 0845 900 4185 Property – 0870 850 7134 Household – 0870 556 1161



RSA	Motor out of hours will arrange roadside recovery only. The service is available 24 hours a day, 365 days a year	Motor Fleet – 0845 300 4006 Property – 0845 077 0120 Household – 0870 165 0522
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Allianz	Out of hours service provided by Cunningham Lindsey	Motor Fleet – 0844 893 9545 Property – 0844 871 0789 Household – 0844 893 9538
NIG	Property out of hours 24 hour helpline	Motor Fleet – 0845 300 3391 Property – 0845 300 6168
Zurich	One telephone number	Household – 0845 601 0869
Chartis	24 hour property helpline	Motor Fleet – 0870 112 7113 Property – 0844 856 2028
ACE	24 hour helpline provided by Crawfords Loss Adjusters	0121 200 3600
Ageas	Motor 24 hour helpline	0870 600 2123
Travelers	Cunningham Lindsey 24 hour helpline	Property – 01737 787787
LV	24 hours, 365 days a year	Motor Fleet – 0845 337 2671 Property – 0845 640 5388
QBE	24 hours, 365 days a year	Motor Fleet – 0808 100 8181 Property – 0844 736 9520
Equity Red Star	24 hours, 365 days a year	Motor Fleet – 0845 609 1283 Windscreen – 0844 561 1934 (Autoglass)



Chubb	24 hours, 365 days a year	Motor Fleet / Property – 0800 018 0678
Hiscox	24 hours, 365 days a year	Household / Motor Fleet – 0870 241 3380
Home & Legacy	24 hours, 365 days a year	Household - 0844 893 8370 Motor – 0844 893 8360 Motor Helpline for breakdown / roadside assistance – 0845 077 0810
Oak	24 hours, 365 days a year	Motor Fleet – 0800 072 2050 Property – 0845 230 3938
RSA - Primechoice	24 hours, 365 days a year	Property – 0870 165 0521 Emergency Line - 0845 450 3370
Sterling	24/7 service (provided by Cunningham Lindsey)	Property – 0845 070 1273
ZPC	24 hours, 365 days a year	Motor Fleet / Property – 0800 096 9999

Correct as at December 2014