



# Need to make a claim?

These notes are designed to help should you need to make a claim. As a general principle please act as if you were not insured and advise us of the actions you have taken as soon as possible.

To advise us of an incident please complete an online claim form at [www.craftinsure.com](http://www.craftinsure.com) as below:

- Click the tab marked 'Claims'
- Enter your email address and password when prompted
- Fill in the form and submit the form
- Follow any instructions in the acknowledgement email

Or call our claims hotline for assistance

**[Craftinsure.com](http://www.craftinsure.com) 24hr claims hotline 0845 2607 999**

## Own Damage

- Take immediate action to safeguard and protect property from further damage or deterioration.
- Enlist help (professional if necessary) if immediately required to safeguard / protect craft and equipment. Try to agree a realistic charge or fee if a tow is required before acceptance.
- Retain and look after all broken/torn/damaged items for inspection.

## Damaged by Third Party

- If racing, protest the Third Party if they did not accept a penalty. Obtain witness statements.
- Obtain details of boat type/class/number/name/club and any witnesses details in addition to name & address, of helm & boat owner.
- Road Accidents – Obtain details of driver & insurer and any witnesses, or call the police to the scene.
- Jot down all details while fresh in mind and a sketch of the site.

## Damage to Third Parties

- If a third party wishes to hold you liable for damage (alleged to be your fault) provide them with your insurers details, your name, policy number, boat type/class and boat name/number.
- Do not make any admission of liability.

## Theft / Vandalism

- Any theft or malicious damage should be reported to the Police promptly.
- Keep a note of the Police Crime Reference Number.
- We will also need the serial numbers of any engines, tenders etc.
- Notify your club, local harbourmaster etc with full details of the theft / vandalism.

## Repairs & Replacements

- Quotations/estimates may be obtained straight away but do not proceed with the repair(s) / replacements until the claim form has been submitted and /or the claim has been approved by us.
- Please send photographs of any damage and quotations/estimates to [claims@craftinsure.com](mailto:claims@craftinsure.com) quoting your claim number, name and policy number. These are emailed to you when you submit your claim.
- We may require more than one quotation/estimate.
- We may appoint a surveyor to inspect the damage and investigate the cause.