

JEWELLERY & WATCH INSURANCE CLAIM SERVICE

To avoid delay this claim form must be signed and completed
BY THE CLAIMANT and questions answered in **BLOCK CAPITALS**

BEAVERBROOKS

1. Policy No

2. Date of Issue

3. Name of Insured

4a. Name and Address of Claimant

5. Telephone Number

6. Email

7. Description of Article

4b. Postcode

9. Stock Reference:

8. Insured Value

10. Nature and Cause of Damage OR Detailed Explanation regarding the Circumstance of Loss?

11a. What action has been taken since the Damage or Loss was noticed?

11b. Date of Damage or Loss?

11c. At what time did you notice the Damage or Loss?

11d. The Loss was reported to:

Police Station Reference Number:

12a. Was Loss occasioned by Burglary or Theft? If YES, give details of entry: YES NO



T.H. MARCH
INSURANCE BROKERS SINCE 1887

Famous for Insuring Jewellery

12b. What other enquiries have been made? **Police report enclosed?** YES NO

This information must be supplied and a copy of the Police Report submitted with this claim.

13. Have you previously made any claim under a Jewellery or Home Policy? YES NO
If YES give details:

14a. Did Loss or Damage occur abroad? (14a,b,c,d & e - Required if insured value exceeds £1,000) YES NO

14b. If **YES**, gives date abroad:

14c. Name and Address of Travel Insurance Company:

14d. Policy number:

A copy of the Invoice and Travel Insurance Policy MUST be submitted with this claim.

Copies enclosed? YES

14e. Do you have household Contents Insurance? YES NO
If YES, give Company Name, Address and Policy Number

DECLARATION

I hereby declare that the statements made by me on this form are, to the best of my knowledge and belief, true and complete

Signature:

Date:

FOR STORE USE ONLY Can the item be satisfactorily repaired? YES NO

Retail price of repair or replacement including VAT is £

Replacement Stock Reference

Settlement amount: £

Handing Branch:

This section is for T H March & Co Ltd use only

**000408/
Claim No.** / /

JEWELLERY & WATCH INSURANCE CLAIM SERVICE

OUR COMMITMENT TO YOU

You can have peace of mind in knowing that T H March will act on your behalf and liaise with Beaverbrooks to ensure you receive an efficient hassle-free settlement of your claim.

Once you have printed out your claim form take this into your branch of Beaverbrooks so they can sort out the repair or replacement as appropriate. A response to your claim will be normally be provided within 10 days of Beaverbrooks receiving your completed claim form.

If you have any questions or need clarification on the claims process, please ring the Beaverbrooks free phone number **0800 169 2329** and ask to speak to their Insurance Claims Department

INSURANCE CERTIFICATE NUMBER:

NOTES FOR CLAIMANT

1. Whether your claim is for repair or replacement, all questions on the claim form should be completed in all cases. You must present the certificate of insurance at this time which may be retained by Beaverbrooks.
2. Claims must be made within 30 days of the incident, failure to do so may invalidate your claim.
3. When the form has been completed it should be returned to Beaverbrooks who will handle your claim.
4. If the article has been lost, damaged or destroyed, Beaverbrooks will then seek authority to proceed.
5. Authorisation of your claim will be in the form of a letter/voucher to cover the cost of the repair or in the event of loss, replacement. Please refer to the terms and conditions provided at time of purchase.
6. Replacement or repair following a claim can only be carried out by a branch of Beaverbrooks.
7. When a repaired article or replacement is handed to you, you will be asked to complete the acceptance section.
8. There is no excess on this policy & settlement in cash is not available under this scheme.
9. In the event of Theft or Loss you must notify the Police immediately and a report form obtained where possible, which will include a loss reference number. Failure to report to the Police will invalidate your claim. This includes theft or losses occurring outside the United Kingdom and in these instances (for claims over £1000) you will need to provide details of your Travel insurance company and a copy of your travel invoice.
10. In the unlikely event of a complaint arising, you should write quoting the insurance Certificate number and detailing your complaint to: TH March & Company Limited, Hare Park House, Yelverton Business Park, Yelverton, Devon PL20 7LS. Telephone (01822) 855555, Fax (01822) 855566, E-mail: customerservices@thmarch.co.uk

Should your complaint not be resolved at this stage you will then be supplied with full details of how to further your complaint if necessary, by T H March & Co Limited.

These details will include contact numbers for complaints services operated by the insurer and contact details for the Financial Ombudsman Service, for complaints that cannot be resolved the by insurer.

11. This insurance is administered by TH March & Co Ltd, Jewellery and Watch insurance specialist, on behalf of the insurers detailed on the insurance certificate issued to you at the time of purchase.