

To help us to support you in the event of a claim, please find below some guidance on what we will need from you:

Incident details needed for all claims:

- Date
- Location
- Circumstances
- Details of any actions taken
- Photos taken at the location to show where/how the incident occurred
- Confirmation of your VAT status
- Bank account details for claim payments once insurers validate the claim

For a claim involving Vets' Fees, we will also need:

- Veterinary Surgeon Certificate / Report
- Veterinary Surgeon Invoices for treatment administered
- Full clinical history for horse (if applicable) covering whole period of ownership

For a claim involving Death, we will also need:

- Veterinary Surgeon Post-mortem report confirming cause of death
- Confirmation in Veterinary Surgeon report euthanasia completed on humane grounds (if applicable)
- Written Market Valuation at the time of the loss
- Disposal Collection Note
- Disposal Invoice
- Written confirmation of any carcass salvage value
- Copy of any relevant passport/movement records

For a claim involving Loss of Use, we will also need:

- Veterinary Surgeon prognosis confirming why **Loss of Use** is applicable
- Written Market Valuation at the time of the loss
- Copy of any relevant passport/movement records
- Copy of Original Purchase Receipt/confirmation home reared

For a claim involving Theft/Mysterious Disappearance, we will also need:

- Police Crime reference number
- Written Market Valuation at the time of the loss
- Copy of any relevant passport/movement records
- Copy of Original Purchase Receipt/confirmation home reared

Important Notes:

1. Some insurers may require a completed claim form, we will discuss this with you if applicable
2. You will be advised on timescales for when the above information is required. If you do not meet these timescales, this could prejudice your claim and delay its progress.
3. At all times it remains your responsibility to evidence your claim and all information requested needs to be provided at your own cost.

Report your claim by calling us on 01228 406290**

***Note: for training and monitoring purposes, and for our mutual protection, all telephone calls are recorded.*