

Made possible



EMPLOYER & PUBLIC

LIABILITY INSURANCE

THE MOMENT OF TRUTH

Providing peace of mind that, when you need us the most, we are here to help with a prompt and effective claims service. We understand that you have a duty to your employees, customers and visitors. We strive to put you at the heart of everything we do and your claim journey should reflect that. Please keep this information with your policy documents as it gives you all the details you need to contact us should an incident happen, whether a claim is expected or not.

What we need you to e-mail to ukadminnewclaims@uk.qbe.com

- Policy details – insured name and policy number
- Incident details – full circumstances, date and time
- A point of contact for the claimant or their representative – including their telephone number and e-mail address
- Relevant documentation, such as:
 - Accident report form
 - RIDDOR report
 - Risk assessment
 - Witness statements
 - Photographs of the damage/incident location
 - Wage details if the injured person is an employee
- Please ensure any CCTV is captured straight away and retained

What happens next?

- You will receive an acknowledgment to your e-mail within 2 working days
- Within the following 3 working days, you will be contacted by the claims handler, who will investigate the incident
- Further information or documents may be requested from you at this point

What you can expect from us

- A dedicated team of experienced claims staff on-hand to provide helpful and friendly advice
- Clear, concise and straightforward communication
- Assistance to mitigate the costs of claims made against you
- Support of dedicated specialists – loss adjusters to handle more complex claims and a rehabilitation team to ensure injured parties get what they need to recover and get back to work
- A panel of expert lawyers should legal help be required
- Support of an award-winning fraud capture unit
- Valid claims paid out promptly once terms agreed
- We will not unreasonably reject a claim

How to notify us of an incident:

✉ E-mail us: ukadminnewclaims@uk.qbe.com

☎ Just need advice? Call **0800 876 6399** or visit

👉 [QBEurope.com/claims/make-a-claim](https://www.qbeurope.com/claims/make-a-claim)

📍 Tip: write down your policy number here

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