

Claims 'How To' Property Theft

Theft incidents must be reported to the police and insurers will usually require forcible and/or violent entry in order to pay a claim.

WHAT TO DO FIRST

Contact the police, note the crime reference number

In an emergency/out of hours situation, please refer to the James Hallam website or your policy documentation to find details of your insurers emergency contacts.

Take action to mitigate any further loss by securing the property

Photograph the scene and any damage as soon as possible, ideally before dealing with it. It is useful to photograph any security or preventative measures you had in place.

Keep any damaged property or material in case your insurer wishes to inspect it

REPORT THE CLAIM

Contact your James Hallam claims executive to notify the matter. Provide the following information.

- When was the theft first discovered?
- Did this occur on your premises or away from the premises?
- How was entry gained?
- Provide the crime reference number?
- Provide a basic outline as to what has been taken.
- Did the loss occur in an occupied property?
- Outline any mitigation action taken so far.

LOSS ADJUSTERS

Where damage and loss to property is extensive your insurer may seek to use a loss adjuster to assist.

A best placed contact, including their name, contact number and title will be needed to assist the adjuster.

PROGRESSING THE CLAIM

If a loss adjuster is not used initially, the insurer will request details of your losses.

- Ideally provide an itemised list of what has been taken, supported by its value, original purchase date and specification and replacement value.
- Original purchase invoices if available are ideal, photographs of the items pre-loss if available also assist.
- The insurer will want to know if the police have any success in recovering stolen property or identifying those responsible.

BASIS OF SETTLEMENT

Replacement: Generally, insurers will offer cash settlement for stolen property and pay for repairs to forced entry damage. Certain insurers may offer direct replacement or specific vouchers for some items. Check your policy wording and always inform James Hallam of your preference.

Replacement is usually like for like with the stolen items so the replacement would be of the same specification or type. Any improvement or change in specification would not be paid by the insurer as a rule but James Hallam will assist in confirming what cover you have in place and ensuring you receive your entitlement.

Emergency security costs following a theft can often be included so keep a record of costs incurred.

LIMITATIONS OF COVER

Policy Excess

Check your policy this is the amount you have to pay towards your claim.

Policy Exclusions & Terms

Lack of force or violence, deception

If the loss occurred due to an unlocked door, via deception or perhaps without evident violent entry to the premises or a vehicle than the loss may be excluded.

Failure to comply with security conditions

If the policy specifies certain security or alarm conditions which later turn out not to have been followed, this could be relevant to the cause of the theft and the insurer may not cover the matter.

Location/Territorial Limits

Your policy may limit cover for losses which occur on the premises or alternatively within a UK territorial limit meaning that contents taken abroad may require cover under alternative dedicated policies.

Occupancy

It is common for the policy to exclude theft losses if the property has been unoccupied for an extended period.

Other specific cover

If there are more specific policies which also insure the lost items then your own policy may not assist. Any other insurance policies in place such as cover for specific electricals under a gadget policy may also need to be considered.

