

PROPERTY CLAIMS – SEDGWICK TPA

All new claims can be telephoned through to your dedicated claims line: [0161 823 1912](tel:01618231912) or emailed to Protectorclaims@uk.sedgwick.com

Policyholder/Leaseholder to contact Sedgwick at the earliest opportunity following a loss
Policyholder/Leaseholder should provide all information necessary such as:

- Cause of damage
 - Has the cause been rectified, for example if there is an escape or water or water ingress, has the water been stopped?
 - Is the property secure?
- Description of damages
 - How many rooms have been affected?
 - Areas of damage - such as walls, ceilings, décor or flooring.
 - Photos of damages where possible.
- Date of Loss
- Is the property Tenanted?
- Is the property suitable for use?
- Are there any losses in respect of rent or business interruption to be considered?
- Are there any third parties responsible for the damage (We will require their details to investigate a potential recovery).
- Any crime reference numbers or emergency service details to be provided where applicable.

Policyholder/Leaseholder to provide all relevant contact details at day one for ongoing communications.

SEDGWICK

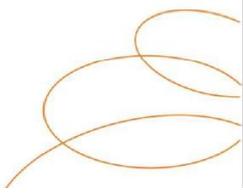
Within 1 business day of the notification, Sedgwick will provide a claim number for the incident and will acknowledge the new claim to the Policyholder/Leaseholder direct.

For incidents where specialists are needed, we will appoint them as soon as reasonably possible to contact the Policyholder/Leaseholder direct.

Claims with a reserve of £50,000 or more will be referred by Sedgwick immediately to Protector Insurance to review and handle in house.

OUR SUPPLIERS

- Belfor UK – Disaster Restoration and Reinstatement (end to end)
- Sedgwick UK – Loss Adjusting and Validation Services



PROPERTY OWNERS LIABILITY CLAIMS – PROTECTOR INSURANCE

Claims can be notified during office hours, 9am-5pm Monday to Friday. All new claims can be [telephoned](#) through to your dedicated claim line: [0161 274 9077](tel:01612749077) (Outside office hours, based on the selection made by the caller, claims are redirected to Sedgwick).

You can [email](#) the following address: claims@protectorinsurance.co.uk or alternatively, claims can be [registered online](#) via the Protector UK website: <https://www.protectorinsurance.co.uk>

The Policyholder/Leaseholder will notify Protector of all incidents as follows:

- involving HSE/EHO/any other regulatory bodies.
- all serious incidents including fatality, head/brain injuries, spinal injuries, and amputations.
- any formal claims

The Policyholder, can at their discretion, notify Protector of cases outside the scope listed above where there is an expectation that a claim will be made.

For new notifications received from the Policyholder/Leaseholder or via the MOJ Portal, Protector will allocate a claim number and then determine whether a matter requires the instruction of a loss adjuster or can be investigated through contact with the Policyholder/Leaseholder directly.

Following consideration of the facts, a liability position will be determined and then an agreement will be sought regarding Protector's liability recommendations.

For all litigated claims Protector will use one of its panel solicitors; namely Weightmans, DWF and Kennedys.