



ENVIROSURE CLAIMS - PROCEDURE:

- **All claims / losses to be called through to Envirosure's 24 hour call centre on 0860 44 44 11 immediately when the claim occurs.**

- **The call centre operator will ask the following questions, as this information is required to process an Envirosure claim:**
 - Caller's name & contact number
 - Company's full name
 - Envirosure policy number
 - Vehicle's registration number (Horse & trailers)
 - Location of the spillage or loss
 - Physical address or closest known address where the spillage occurred
 - What product is being carried
 - What packaging is the product in
 - How much product has been spilled

- **Envirosure Claims department will:**
 - Appoint all response units.
 - Appoint all assessors.
 - Appoint any reconstruction specialists as and when required.
 - Liaise with their call centre.
 - Liaise with brokers throughout the claim process.
 - Receive and review all required claim documents to validate claim.
 - Pay all relevant and approved claims.
 - Pay all approved suppliers.
 - Handle all repudiations.
 - Handle all recoveries, third parties and any legal matters.

Please note that failure to comply with our claims procedure, namely the contacting of our call centre, will result in an additional excess of 10% of the full invoiced amount of the claim.