

**HAZCALL**  **0860 44 44 11**  
SPILLS MANAGEMENT CONTACT CENTRE



# Envirosure Claims Procedure

Immediate steps to take when  
an incident occurs.

- **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:**
  - o Caller's name and contact number
  - o Company's full name
  - o Envirosure policy number
  - o Vehicle's registration number (horse and trailer)
  - o Location of the spillage or loss
  - o Physical address or closest known address where the spillage occurred
  - o What product is being carried
  - o What packaging is the product in
  - o How much product has been spilled
  
- **Envirosure Claims department will:**
  - o Appoint all response units
  - o Appoint all assessors
  - o Appoint any reconstruction specialists as and when required
  - o Liaise with their call centre
  - o Liaise with brokers throughout the claim process
  - o Receive and review all required claim documents to validate claim
  - o Pay all relevant and approved claims
  - o Pay all approved suppliers
  - o Handle all repudiations
  - o Handle all recoveries, third parties and any legal matters

***Please note: Failure to comply with our claims procedure, namely the contacting of our call centre, may result in an additional deductible payable of 10% of the claim payable.***