




DEACON - Insurance claim checklist

We have developed this handy checklist to help you provide us with the information we need to process your claim quickly

					
THEFT	SUBSIDENCE	ACCIDENTAL DAMAGE	CONCERN FOR WELFARE	DRAINAGE - UNDERGROUND SERVICES	STORM / FLOOD
What is the extent of damage?	What is the extent of damage?	What has happened?	Please provide the Police Crime/Incident reference number	What is the cause of damage?	What is the date of the actual storm or flood? When was the damage first noticed?
Photographs, close up and wider view	Photographs, close up and wider view	Photographs, close up and wider view	Photographs, close up and wider view	Photographs, close up and wider view	Photographs, close up and wider view
Has the property been made secure? Are there any invoices for this?	How old is the property? What is its history?	Extent of damage?	What has happened? What is the reason for concern?	Has there been a CCTV survey? If so please forward a copy of this report	What type of roof? How old is the roof? When was it last maintained?
Has anyone been apprehended? For recovery purposes please inform Deacon immediately	Have you had a structural engineer out?	If flooring is affected, is it stuck down or loose laid?	Extent of damage? What needs to be done?	Is this a drainage issue or water supply pipe issue?	What is the extent of damage? How many flats are effected?
Please provide the Police Crime/Incident reference number	A loss adjuster will be appointed	Where is the damage located?	Has the property been made secure?	Where is the overflow within your property?	Have any temporary repairs been carried out? Are there any invoices for this?
Has a quote for repairs been obtained?	Are there any large trees in the vicinity?	Has a quote for repairs been obtained?	Has a quote been obtained?	Has a quote for repairs been obtained?	Has a quote been obtained?

 FIRE	 ESCAPE OF WATER	 MALICIOUS DAMAGE	 WATER INGRESS This is covered under Accidental Damage	 IMPACT
How did the fire start?	What is the cause of the leak? Has the leak been repaired? And when?	What has happened?	How is the water getting in?	What has happened? What is the extent of the damage?
Photographs, close up and wider view	Photographs, close up and wider view	Photographs, close up and wider view	Photographs, close up and wider view	Photographs, close up and wider view
What is the extent of the damage?	What was done to reduce the damage i.e. humidifiers installed	What is the extent of the damage?	If from a roof or balcony /guttering when was it last maintained?	Has the area been made safe and secure? Invoices?
Which areas/rooms of the Block/ Flat have been affected?	Has there been water damage to the building and to what extent?	Has the property been made secure? Have you any invoices?	Has the problem been repaired? When?	Please provide the Police Crime/ Incident reference number
Were the fire brigade called?	Which areas/rooms of the Block/ Flat have been affected by the water damage?	Has anyone been apprehended?	What is the extent of the damage?	Has anyone been apprehended?
If arson, do you have a crime number?	Have there been recent repairs or installations that may have caused the leak?	Please provide the Police Crime/ Incident reference number	What was done to reduce the damage i.e. humidifiers installed	If a vehicle impact do you have details of the driver/insurance or registration number?
Do you know who started the fire?	Has a quote for repairs been obtained?	Has a quote for permanent repairs been obtained?	Has a quote for repairs been obtained?	Has a quote for repairs been obtained?