

Our filenumber: D: _____

You have reported a claim on
your Property and/or
Household Insurance policy

**Visit
loss-adjuster**



What does it mean
and how to
proceed...

Property and Household Insurance policy?

Property and household insurance policies cover basically damage of the insured property and its household after an unexpected event. Events can be for example for example, fire, water, burglary, theft and storm.

What happens after you report a claim?

The insurance companies' claims handler receives your claim, assesses it and decides whether to appoint a loss-adjuster.

The role of the loss adjuster

The loss-adjuster's role is to objectively determine the cause and the extent of the related damage occurred. This will be discussed with you and approved.

The loss-adjuster will also check, if applicable, whether the sum insured is sufficient. If this is not the case, you are underinsured and this can have consequences for the loss compensation. The loss-adjuster also checks whether any clauses or warranties in the insurance policy are applicable and/or have been met. After completing his consultation with you, the loss-adjuster will issue a report with findings to the claims handler.

Policy insurance coverage

Based on all available information, including the loss-adjuster's report, the claims handler of your insurance company will check if the claim is covered. If it is covered, the claims handler will settle the claim with you by:

- paying out the established claim amount, if applicable, less any deductible and taking into account any other relevant aspects.

Then you can arrange for the repair or replacement of the lost items yourself.

- In case the insurance company takes care of repair of your damage by appointing a third party, e.g. a repair company, they will settle the claim with this party.

Do not decide and act hastily, but consider together with the loss adjuster what is the best approach in your situation.

Possible circumstantial investigation

If the cause of the occurred damage is not clear, the insurance company may decide to appoint an external specialist for root cause analysis. With this additional information the insurance company should be able to judge on policy coverage.

Right to have a contra expert

Many policy conditions include the right to hire your own loss-adjuster. This adjuster is called a contra-adjuster. The contra-adjuster will handle your claim on your behalf with the insurer's loss-adjuster, whereby they must jointly agree on the extent of the damage.

They will describe the cause, the facts and the circumstances of the claim, possibly each separately, as well as whether there are other insurances applicable.

The costs of a contra-loss adjuster are part of your claim and will be reimbursed in whole or in part. The details are described in the wording of your insurance policy. If you wish to use this, we recommend that you discuss this with the loss-adjuster, your insurance intermediary and/or insurance company.

Deed of assignment

The repair or cleaning company called in may ask you to sign a Deed of Assignment. This deed allows the insurer to pay the bill of the involved company directly to them.

Own risk

If a deductible is applicable, the insurance company will deduct the amount from established and covered claim amount. When a repair company is engaged, you must pay your deductible to the repair company yourself. The repair company may ask you for one-time authorization for this purpose.

Mitigation measurements

The loss-adjuster may call in a specialized company to mitigate the damage, e.g. cleaning up after a fire, dewatering and drying after water leakage, temporary covering the roof after a storm etc. The loss-adjuster will arrange these activities in consultation with you.

Age statement

For private property, older than two years, in many cases only 9% VAT has to be paid as part of the repair costs. This depends on the current laws and regulations. The repair company may ask you for a declaration of age related to the VAT.

Salvage Coordinator

In the event of fire damage, the fire brigade may call a salvage-coordinator. This person acts on behalf of joint insurance companies. His/her task is to limit the damage and help you. If necessary, he/she will arrange practical matters such as temporary shelter, transportation or clothing. The deployment of the salvage-coordinator will be taken by your insurance company direct.

NIVRE

The loss-adjuster is registered in the Register of the Dutch Institute of Registered Experts, or is employed by an organization registered in the Chamber with the NIVRE. You can check this on the NIVRE website, www.nivre.nl.

What is a Registered Expert

A Registered Expert is a loss-adjuster (can also be a contra-expert) who meets the registration requirements set by the NIVRE and has been admitted to the Register. In order to continuously keep the knowledge of the Register-Expert up to date, participation in the Permanent Education program is mandatory.

Rules of conduct

Upon registration in the Register, the Registered Expert conforms to the rules of conduct established by the NIVRE.

Complaints and disputes committee

The NIVRE has an independent Complaints and Disputes Commission. This commission handles complaints against Registered Experts who, according to the complainant, have violated the rules of conduct of the NIVRE.

Regulations

All regulations and rules of conduct can be found on the NIVRE website, www.nivre.nl



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