

Reporting a claim

There has been an incident at the Church, what do I do first?

STEP 1

- As soon as an incident occurs, contact Mercury on **01992 566 985** or via email at **church@mercury-insurance.co.uk**
- Once you've contacted us, we'll be able to advise you on how you should proceed
- All we need to report the claim is the **date** and a **brief description** of the incident

What happens next?

STEP 2

- Take some **photographs of the damage**, as being able to see the damage makes it easier for us to help you
- Begin **contacting tradesman** so that you're able to gather together some **estimates** for the repair work. Ideally Insurer's will need to see 2 estimates
- Ensure that the incident won't cause any potential danger to the public. If something is unsafe or could potentially cause more damage, you should **arrange emergency repairs** to make it safe

For example

If a window has broken, you should arrange to have it boarded up to make the church secure.

What if the incident has caused injuries?

STEP 3

- All injuries should be **logged in your accident book** and reported to insurers immediately, even if you do not think they will result in a claim
- **Never respond** to any correspondence from a third party or their solicitor. Forward anything you receive straight to Mercury