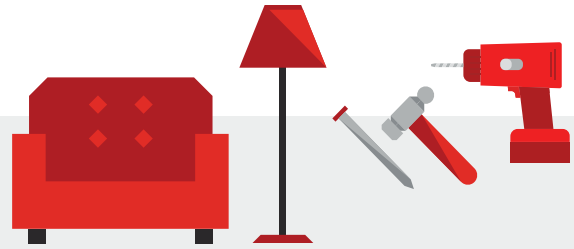


Property claims checklist

Take these simple steps to have a better claim experience.

To speed things up provide this information up front when you register a claim:

- Vero policy number
- Fully completed claim form
- Completed schedule of loss, including a full description, age and purchase price
- Proposed repairer
- Photos of the damaged items



- Photos of the manufacturers sticker, which is generally on the back of the damaged item. This is especially relevant for TVs and other appliances as this will show the model number
- Proof of Purchase of lost, damaged or stolen items, these can be receipts, photos or invoices
- What has been done already to minimise the claim.

Providing extra information will help to move claims forward quickly

Did you know? When we receive this information upfront, we can usually arrange a repair, report or replacement with the preferred supplier, the same day the claim is reviewed by a claim consultant. It can be that quick and easy!

Is the item damaged? This is what we need:

- Report as to the cause of damage (we will do this for electronic equipment)
- Photos of the damaged items
- Photos of the manufacturers sticker, which is generally on the back of the damaged item. This is especially relevant for TVs and other appliances as this will show the model number.

Were there stolen or lost items?

This is what we need:

- Police report
- Completed schedule of loss – this should include a full description, age and purchase price
- Proof of purchase – receipts, photos or invoices.

Does the claim involve a phone/tablet/laptop? This is what we need:

- Make/Model of electronic item
- Age of item
- GB size with proof of purchase
- Any accessories involved in the loss
- Confirmation phone is blacklisted by network provider.

Tell us what has been done to prevent further damage, for example:

- Chem Dry has been appointed
- Builder completed temporary repairs
- Master Glaziers appointed to complete repairs.

Send your claim emails to the correct address



Lodging a new claim

Below is the email address to use for a **new claim**. Please remember to put the policy number, your name and the item being claimed in the subject line.

newclaims@vero.co.nz

Information or query regarding an existing claim

Below is the email address to use for an **existing claim**. Please ensure you include the claim number in the subject line.

myclaim@vero.co.nz