



## 6 Steps to Ensuring that your Claim is Processed Smoothly

- **KNOW YOUR POLICY.** Your broker should help you understand your policy cover so that you are fully aware of what it covers.
- **PROVIDE A PAPER TRAIL.** Your existing systems and processes should include the accumulation of information so, if required, it can be called upon to evidence and support your claim.
- **WORK COLLABORATIVELY WITH YOUR BROKER.** To achieve a successful outcome, your input will be required, and although your broker will be able to deal with most of this autonomously, there will be some information that only you can answer.
- **BE HONEST AND TRANSPARENT.** A broker can only fight your corner if they have all the facts to hand.
- **24/7.** Your broker should make you aware of who is dealing with your claim, their direct line, mobile and email. If they don't provide this, then you should ask for this. Centor do this as standard.
- **ENSURE THAT YOU'RE KEPT UP-TO-DATE.** Some claims journeys are complex and can involve many twists and turns in the road. You should be informed of developments as and when they happen. It's your right to know, and you should insist on this.

We are specialists in the management of risk and would be happy to help with any questions or enquiries regarding claims. Contact our multi-award winning claims team, headed up Technical Claims Manager, Graham Pilcher [grp@centor.co.uk](mailto:grp@centor.co.uk) for more information.