

REGISTERING A CLAIM

We never forget why our clients buy their insurance – we know that we will be judged on our handling of your incident and we aim to make it seamless from the first notification of loss.

There are a number of paperless ways to register a claim with us:

Over the telephone

By Email

Online via our website

We know that this flexibility will be important so when you need us most, you can get hold of us at a time that suits you.

In the unfortunate event that you need to make a claim, we are dedicated to providing a first class service 24 hours a day, 7 days a week, 365 days a year. We know that in the event of an accident, the last thing you need is to have to make numerous phone calls or send numerous emails – instead you can register a claim with us in one easy phone call, or via our website, where you can provide all the necessary information and we will do the rest giving you peace of mind, and saving you time and money. As a technologically mature insurer we do not send claims forms to be completed and all claims can be reported by one of our paperless intimation options outlined above.

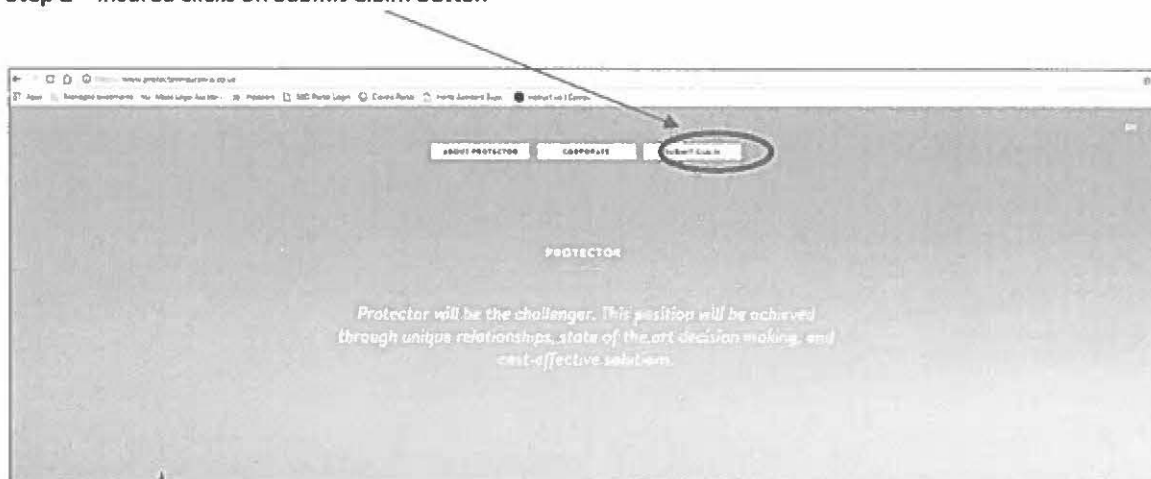
From the moment you report an incident, you can rest assured that our professional team will proactively deal with your claim to ensure that it is settled quickly and efficiently.

During normal business working hours the line will be manned by members of your dedicated Protector Claims team based in Manchester. Out of hours the line will be directed to our partner, RAC/Cunningham Lindsey.

Please see screenshots below for a walkthrough of an online claim intimation:

Step 1 – Insured visits Protector Website: www.protectorinsurance.co.uk

Step 2 – Insured clicks on Submit Claim button



Step 3 – Chose which type of claim, i.e. Property, Motor or Liability. In this case, Property:

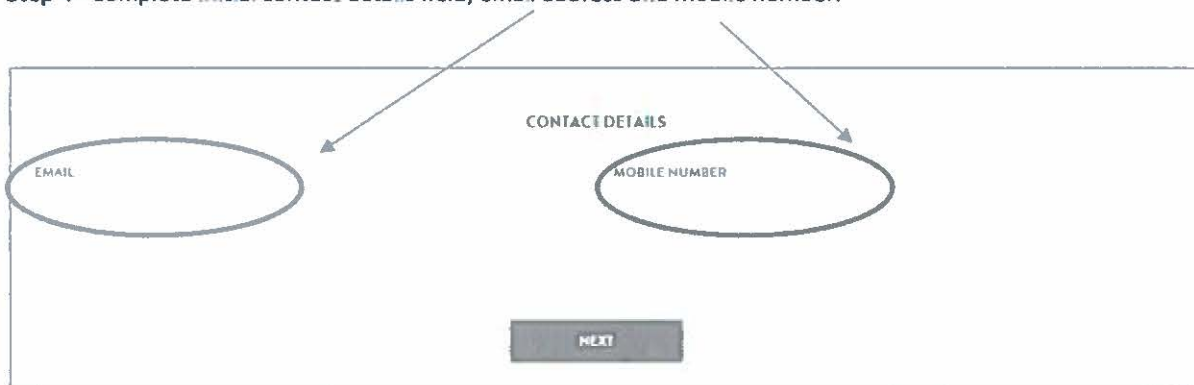


Motor Liability **Property**

PROPERTY FORMS

PROPERTY

Step 4 - Complete initial contact details field, email address and mobile number:

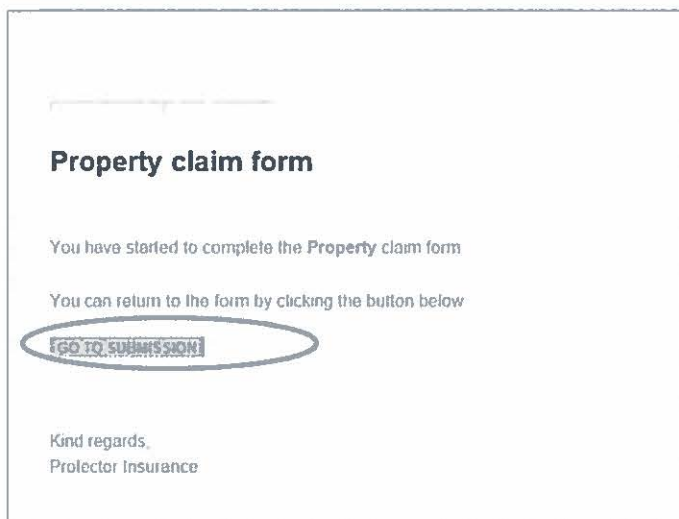


CONTACT DETAILS

EMAIL MOBILE NUMBER

NEXT

Step 5 – Automatic Email sent to Insured with link to claim submission



Property claim form

You have started to complete the Property claim form

You can return to the form by clicking the button below

GO TO SUBMISSION

Kind regards,
Protector Insurance

Step 6 – Complete Policy Details and Contact details then click Next (the screenshot below is an example of Property claim registration):

1 Policy details 2

POLICY DETAILS

POLICY NUMBER *

PROPERTY NAME OR NUMBER

ADDRESS

POSTCODE

ARE YOU THE POLICYHOLDER?

☐ Yes

☐ No

Step 7 – Complete Damage Details including any uploads then submit claim

POLICY HOLDERS CONTACT PERSON

TITLE

FIRST NAME

SURNAME

PHONE

EMAIL

NEXT

IS YOUR PROPERTY INSURABLE?

☐ Yes

☐ No

UPLOAD PHOTO/OTHER FILES

Choose Files | No file chosen

SUBMIT CLAIM

Claim is now intimated and will be received into the New Claims Mailbox and will be actioned by dedicated claims team.

