



Balens Emergency Claims Assistance

Who to contact in the event of a Claims Emergency

BALENS
Specialist Insurance Brokers

Malpractice Claims

These claims are unlikely to require Emergency Claims Assistance. Where you have received a complaint or claim against you, related to your Professional or Public Liabilities, please contact our Claims Team on **01684 580 798** (available Monday – Friday 09.00 – 17.00) or e-mail **claims@balens.co.uk**

Please also see notes below on Legal and Taxation assistance, particularly if criminal allegations are involved.

Do's and Don'ts in some common Complaint or Claim situations, are also available on our website.

All other Claims

For all other claims where the Balens office is closed, and you need immediate assistance regarding property damage or other claims, please contact the insurer direct, quoting your policy number. Full details of the insurer will be on your policy documentation. Details of our principal insurers are also noted below.

Always let us know immediately if an incident occurs, rather than delay and we will guide you through the process.

Property Damage Claims

You have a common law duty to mitigate losses in buildings and contents claims, so temporary repairs and prompt action to prevent further deterioration, loss or damage in the event of, for example, fire, flood or theft are advisable. Please keep relevant receipts and documentation.

Commercial Property

Covéa Insurance plc 0330 0242266

Home Owners

Ansvar Insurance 0345 6060431

Policyfast 0800 158 2273

Covéa Insurance plc 0330 134 8161

BGP (Bennett Gould & Partners Ltd) 0330 102 6062

Charity Policy Claims including Directors and Officers

Ansvar Insurance 0345 6060431

Personal Accident and Sickness

Zurich Insurance plc 0800 0260 184

W.R. Berkley UK Limited 0207 280 9000

Accident & Health Underwriting Ltd 01279 713860

Legal and Taxation Assistance

Where you have a policy that includes Legal and Taxation cover, and you would like assistance or advice, please contact the following, **quoting your policy number** from DAS Legal Expenses Insurance Company Ltd (UK) or ARAG Legal Protection Limited (ARAG) Republic of Ireland:

DAS UK Legal 0344 893 6911

Includes emergency legal assistance if you have been arrested for any reason that is covered by your policy

DAS UK Tax Advice 0344 893 6911

DAS UK Counselling Service

0344 893 9012

ARAG Ireland

00353 (0)1850 670747

ARAG Ireland Counselling Service

00353 (0)1850 670407