



How to make a tools claim



Zurich is the insurer handling your policy and can help you with any claims-related enquiries. Zurich Insurance understand how important it is for you to have tools to continue your trade. To make the claims process as smooth as possible, please provide Zurich all the information you have available when completing the online claims form.

If you do not have all the documentation needed to support your claim, this can be provided later and/or will be requested by Zurich if required.

To report a claim for theft of your tools please visit the website below or scan the QR code.



https://propertyclaims.zurich.co.uk/link/portal/grof_td



Once you have started to make your claim, you will not be able to save the information midway through and return to it. The portal will remain open for one hour. If the information is not submitted within this time it will be lost and you will need to start the process again.



Make a claim

Things to remember when submitting your claim

- For any tools with an original purchase value of £1,000 or more, we may ask for proof of purchase. These documents can be uploaded to our online claims form when submitting your new claim. This will speed up the process.
- For any theft or malicious damage claim, we will require a crime reference number. Where there are visible signs of break in to your van or car, please also provide a photo showing the damage and upload this through our online claims form. If you cannot provide a photo, please let us know why this is unavailable.
- When we can offer a settlement on your claim, Zurich have an instant chat facility available. If you provide a mobile number as part of your contact information, you will receive a message from Zurich confirming the offer and requesting your BACS details so they can issue your payment.

If your claim is an emergency, please call us.



0800 783 069 and select **option 1**

Zurich office telephone lines are open Monday – Friday 9am – 5pm except Bank Holidays.

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