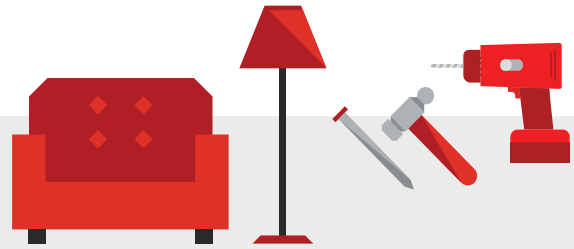


## Property claims checklist

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 stickers on items which describe the damaged item, especially relevant with damaged TV's or other appliances
- 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 stickers on items which describe the damaged item – especially relevant to damaged TV's and other appliances.

### 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 are the email addresses to use for a **new claim**. Please remember to put the policy number, customer name and your reference in the subject line.

[newclaims@vero.co.nz](mailto:newclaims@vero.co.nz)  
[newclaims@ampg.co.nz](mailto:newclaims@ampg.co.nz)

#### Information or query regarding an existing claim

Below are the email addresses to use for an **existing claim**. Please ensure you include the claim number in the subject line:

[myclaim@vero.co.nz](mailto:myclaim@vero.co.nz)  
[myclaim@ampg.co.nz](mailto:myclaim@ampg.co.nz)