



Security & General
I N S U R A N C E

HOME Options CLAIM GUIDELINES

(A) Loss Discovery

1. In the event of a loss involving fire, theft or injury, contact the Emergency Services (911) immediately. An official report may be required from the relevant department(s) as part of your claim submission.
2. If an individual(s) are seriously injured whilst on your premises, call for the Emergency Services (911) and refrain from moving the injured person(s) unnecessarily.
3. Do not admit fault for any loss, damage or injury relating to the incident. Contact our claims team for advice on (242) 502 4362.

(B) Claim Reporting

1. As soon as possible, contact our Claims Department to advise the loss or damage. If you are unable to visit us, please call the Security & General Claims Department on (242) 502 4362 to advise the loss and for immediate advice on the claims procedures.
2. If you are unable to visit or telephone our office, please ask a relative/friend to do so, on your behalf, as soon as possible.

Security & General's claims team is ready to advise you on the procedure for reporting a claim and assist you through the process, the Claims Department's goals are:

- ✓ To verify your cover in a timely manner
- ✓ To assist you in the completion of the necessary documentation to process your claim
- ✓ To advise you on the most efficient method(s) of compiling and presenting your claim
- ✓ To process your claim to its completion in a timely manner
- ✓ Provide friendly and professional service throughout the claim experience