

Please note the below deadlines for reporting motor claims to the Insurance Team.

- Personal injury – claims that include a personal injury (to any party) should be reported to the Insurance Team within 5 working days.
- Motor involving a third party – it is imperative that any claims for motor incidents are reported to the Insurance Team immediately. There are defined timescales that must be met to avoid incurring additional costs. Also, the insurer and/or the Insurance Team have the right to refuse the settlement of claims not submitted immediately.
- Motor own damage only – Claims that do not involve injury or a third party (own damage only) should be received by the Insurance Team within 21 working.

Please send the email as high importance and start the subject line with “NEW CLAIM” when sending to the Insurance Team.