

Escape of Water

Information for Policyholders

Burst pipes can cause considerable damage not only to the contents of your property, but also the structure of the building itself and the electrical systems in it.

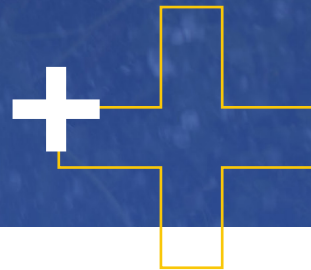
If you discover you have a burst pipe, **turn off the water supply**. Drain your water system by turning on your cold taps and switch off electrical systems.

If you notice that ceilings are starting to bulge due to the accumulation of water, and if it is safe to do so, **punch a hole in the ceiling** which will relieve the pressure and avoid collapse. **Remember to place a bucket under the hole to collect water**. However take extreme care as rooms may not be safe to enter.

Once the water flow has ceased, **alert your insurance company as soon as possible** and inform them of the incident. Remember, however, you may well have different insurance companies for your building and contents cover.

When you contact your insurer, you can expect to be asked for information such as:

- Your name, address and contact details.
- Your policy number if you have it.
- Details of the incident, the potential nature and extent of the damage and whether you are able to remain in the property.
- Images of the damage if you have them.



If the water has caused serious damage it may well be that the insurance company will appoint a claims management business such as Crawford to assess the damage and restore you to the position you were in prior to the loss. As such you should expect the claims management business to:

- Contact you to arrange any appointment with adequate notice.
- Turn up promptly at the appointed time.
- Be courteous at all times.
- Provide you with a timetable for the restoration of your property and contents/stock as soon as possible.
- Keep you informed of the progress of your claim and have systems in place to enable you to track your claim and the actions being taken.

About Crawford® Australia

From first notice of loss to resolution, Crawford & Company® has the right team, technology, and processes to handle any claim.

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+ SPECIALTY LOSS ADJUSTING

+ CATASTROPHE RESPONSE

+ CYBER INCIDENT RESPONSE

+ MANAGED REPAIR

+ BUILDING CONSULTANCY

+ FORENSIC ENGINEERING

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