

Instructions for pursuing insurance claims through Lions MD105 insurers:

1 At the time of the incident: -

If possible make a written record of what happened, take photographs if appropriate and note contact details for anybody who saw what happened.

At no time should any liability be admitted or settlement made, agreed or suggested as this may prejudice our position with our insurers.

2 As soon as possible after the incident: -

Contact MD insurance brokers by telephone or email and provide all relevant details. Include how they can best contact you (eg time of day) to resolve any questions that may arise. Request a claim form and advice on what can be included in the claim and /or whether they require any additional documents.

Keep a copy of your request or note the time and date of telephone call.

If claim form is not received within 7 days of request, repeat the request, if possible by email, and advise (cc on email) District Insurance Officer. If it is not received within a further 4 working days seek assistance from the District insurance Officer.

If you do not receive satisfactory answers or advice seek assistance from District Insurance Officer.

3 Completing the Claim Form: -

Complete the claim form and send to the MD Insurance Brokers. Forward a copy to the District Insurance Officer. Aim to do this within a week if possible. If the claim has an ongoing element (eg medical expenses) identify this and label the claim as interim.

Please be sure that you understand the meaning of any potentially relevant notes on the insurance summary of cover.

If you have any uncertainty about filling in the claim form seek help from the Brokers by phone or email; and escalate your query to the District insurance Officer if you do not get a timely response (i.e. within 5 working days) or if the response is unsatisfactory in any other way.

4 Settlement of Claim: -

When you have received satisfactory settlement of the claim, advise District Insurance Officer. If the settlement offered is not satisfactory, contact District Insurance Officer for help.

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