

Insurance you can rely on.
A company you can trust.



Woodlands, Manton Lane, Bedford MK41 7LW
T: 01234 311 211 F: 01234 408 676
E: insurance@cla.org.uk
www.clainsurance.co.uk

Claims Contacts

Claims between 9am – 5.30pm Monday to Friday

Your primary contact will handle correspondence and any other communication during office hours.
In their absence a colleague will be available to provide assistance.

Should you have any service issues please contact the Team Leader in the first instance or the Claims Divisional Director.

| | | | |
|---------------------------------------------------|-----------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| Claims Divisional Director | Anna Burt anna.burt@rkhis.com +44 (0)1234 408 647 | | |
| Claims Operations Manager | Colin Frost colin.frost@rkhis.com +44 (0)1234 408 693 | | |
| Team Leader: Rural and Private Clients | Ben Evans ben.evans@rkhis.com +44 (0)1234 408 610 | | |
| Private Clients Primary Contacts | Julie Abbott julie.abbott@rkhis.com +44 (0)1234 311 218 | Rachel Newark rachel.newark@rkhis.com +44 (0)1234 311 253 | |
| Rural Primary Contacts | Ben Horgan ben.horgan@rkhis.com +44 (0)1234 311 279 | Adrian Hutton adrian.hutton@rkhis.com +44 (0)1234 311 284 | John Bell john.bell@rkhis.com +44 (0)1234 311 282 |

Emergency claims outside of 9am – 5.30pm Monday to Friday

Should you need to report a claim outside of these hours we have a number of emergency contacts relating to the insurer of your policy.

If a large or serious incident occurs outside of our office opening hours there are a number of ways by which your claim can be registered.

If you have access to your policy document this will provide emergency contact numbers and procedures for your insurer so you should call them quoting your policy number as reference. In case your documents are not available we have listed below the general out of hours or 24 hour claims assistance contact numbers for the majority of the insurance companies that we deal with.

You can also email us at rkhemergency@rkhis.com outside office hours should you have any issues that cannot be solved by calling your insurance company and we will endeavour to contact you as soon as practicably possible.

| | | |
|-------------------------------|---------------------------------------------------|---------------|
| Ace Europe | Commercial | 0845 841 0059 |
| Ageas | | 0845 122 3283 |
| Allianz | Commercial | 0845 604 9824 |
| | Print and Engineering (operated by GAB Robins) | 0844 893 9601 |
| Arista Insurance | | 0844 770 5150 |
| Aviva | Commercial Property | 0845 300 7606 |
| | CLA & Rural (operated by Agrical) | 0844 770 4205 |
| | CLA & Rural Select Commercial Legal Protection | 0845 300 1899 |
| AXA | Classic Domestic Helpline & Home Assistance | 0870 850 9102 |
| | Classic Legal Helpline & Family legal Protection | 0870 850 9081 |
| | Classic – Identity theft Helpline | 0870 164 8214 |
| | Classic Travel – Emergency medical & repatriation | 0845 458 0522 |
| | Commercial | 0870 850 7132 |
| AXA ArtPLUS | Home Assistance Plus | 0117 927 1938 |
| | Travel Claims | 01737 815 045 |
| Brit Insurance | | 0800 587 6713 |
| Chartis | Commercial | 0870 4201162 |
| | Household | 0870 850 0178 |
| | Emergency Travel | 020 8762 8327 |
| Chubb Insurance | Household and travel within the UK | 0800 018 0678 |
| | Household and travel outside the UK | 020 7031 3905 |
| CNA Insurance | | 0845 458 2412 |
| Ecclesiastical | Commercial | 0845 603 8381 |
| Fusion Insurance | | 07772 457679 |
| Hiscox | Household | 0870 213 8776 |
| | Domestic Helpline | 0800 731 3689 |
| | Emergency Travel | 020 8290 4442 |
| NIG | Operated by Woodgate & Clark | 0845 300 6168 |
| OAK | Household | 0117 927 1807 |
| | Confidential Counselling | 0117 934 2121 |
| | Identity Theft Protection | 0845 121 5629 |
| Royal and Sun Alliance | | 0870 607 6516 |
| Tokio Marine | | 0800 169 2470 |
| Travelers | Operated by Cunningham Lindsey | 0845 604 8580 |
| Zurich | Commercial | 0845 300 2055 |
| Zurich Private Clients | Household | 0800 096 9999 |
| | Emergency Travel | 0800 096 9999 |

Motor claims

All CLA Insurance Services clients either deal direct with insurers or utilise Lawshield.

The following table provides contact details for the key markets with which we deal:

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|---------------------------------|------------------------------------|------------------|
| Ageas | Private Car | 0845 122 3018 |
| | Van | 0845 122 3260 |
| | Fleet | 0845 125 8833 |
| Allianz | Fleet | 0800 587 5858 |
| | Private Car and Commercial vehicle | 0845 6000 676 |
| Arista | Motor Claims | 0844 800 9906 |
| | Windscreen | 0844 800 2751 |
| Aviva | | 0845 891 1333 |
| AXA | | 0800 269 661 |
| Brit | UK | 0800 328 9076 |
| | Northern Ireland | 028 9041 0220 |
| Chartis | Private Car | 0870 8500178 |
| | Fleet | 0844 477 6544 |
| Chubb | Inside UK | 0800 0180678 |
| | Outside UK | +44 207 031 3905 |
| Ecclesiastical | | 0845 603 8381 |
| Equity | Windscreen | 0844 561 1934 |
| | Fleet | 0844 800 1931 |
| Groupama | | 0870 600 2123 |
| Hiscox | | 0845 213 8898 |
| Lawshield | | 0800 731 3942 |
| LV | | 0845 640 5640 |
| NIG | | 0845 300 4644 |
| QBE | | 0808 100 8181 |
| Royal & Sun Alliance | | 0845 675 0404 |
| Zurich Commercial | | 0845 300 2055 |
| Zurich Private Clients | Inside UK | 0800 096 999 |
| | Outside UK | +44 162 588 6994 |