

Claims Guidance for Brokers.

When making a claim customer service and effective communication are key, so we have outsourced our claims handling to specialists in this field. Ensuring when you need it most you have access to claims handlers with the skills, knowledge and experience required to efficiently manage claims through to closure.

To make a claim, you will need to know when your policy was inception or renewed. Details of this can be found on your schedule of insurance.

"My policy was inception or renewed on or after **1st December 2019**"

Claims Handler:

Sedgwick

Telephone:

02920 320839

E-mail:

bspokecommercialclaims1@uk.sedgwick.com

"My policy was inception or renewed **on or before 30th November 2019** and I want to report a new claim"

Claims Handler:

Aviva

Telephone:

0344 299 0999

Commercial Property Claims:

To report a new claim please call the dedicated team on 0345 030 7761 (opt3) or email Team4@aviva.com

Casualty Claims:

To report a new claim please call the dedicated team below or email: glasnew@aviva.com

Bodily Injury Liability - 0345 300 7586

Or Email: liabro@aviva.com

Commercial Motor Claims:

To report a new claim please call the dedicated team on 0800 015 9570 or email: fnolnor@aviva.com