

How to Report a Property Claim Online





To start, scan the QR Code **or** visit the following: **www.bridgeinsurance.com/corporate/bridge-claims**

This will take you into the Bridge website to choose whether to report a 'property' or 'motor' claim. This can be done from any device which connects to the internet, eg. phone, tablet or laptop.



Claimant		
Please select who you are in relation to the	e claim:	
Who are you?	I am the policyholder	~
Email Address		
This email address will receive a PDF copy of the claim		

The first screen asks who you are:

- I am the policyholder
- I am reporting on behalf of the policyholder

Choose whichever is most appropriate. It will then give you a dropdown to type in an email address – this is the person who will receive a PDF copy of the form when completed – it does not need to be you, it could be your manager or other relevant person who deals with claims at your company.

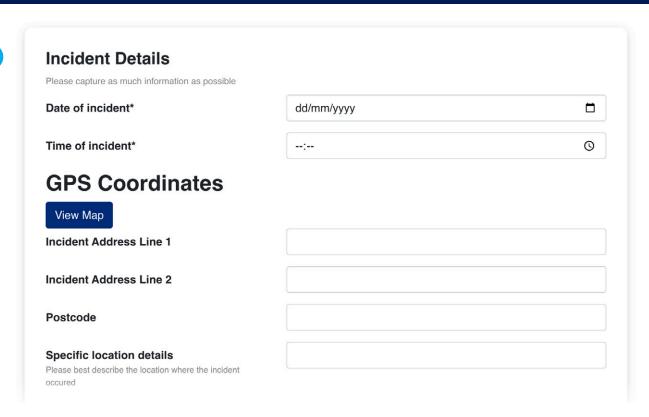


Are you the best person to contact?	○ Yes ○ No	
Client Ref Number		
Name	Name	
Job Title	Job Title or "Householder" where appropriate	
Address		

- The next screen asks for your details, who you are and whether you are the best contact.
- If you have been given a client ref number, it is essential that you use this.
- Depending on the selection chosen under 'I am the ...' there may be an additional 3 boxes open up asking for the managing agent name, number and email address.
- The next page is to complete details of the insured name, policy number (if known), business/occupation and confirmation of VAT status.

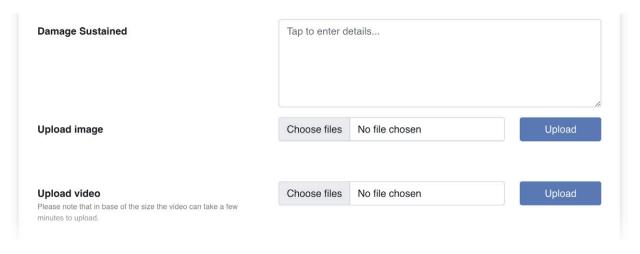
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- Incident details are next, these can be entered manually or by clicking on the calendar/clock at the end of the boxes.
- There are two ways of entering the location, either use the 'view map' for GPS coordinates, or by free-typing the address.





• The damage/loss tab requires details of the incident itself and allows for upload of images and/or video. To upload, simply click on the 'Choose Files' section of the relevant question, find the documents you wish to send on your device and click 'upload' when done.



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Is a third party responsible for the damage/loss?	○ Yes ○ No
Are there witnesses?	○ Yes ○ No
Has the incident been reported to the police?	○ Yes ○ No
Is there any other insurance covering the property?	○ Yes ○ No
Is there any CCTV footage of the incident?	○ Yes ○ No

- The next screens are for responsibility/witnesses and Police.
- Clicking 'Yes' on any of these screens will drop down additional boxes for details.
- Any lastly, the extra information tab has a few final questions before you are able to review the form and submit.
- Please note that only questions with a * are compulsory, so please do not worry if you do not have all of the information to hand. It is much better to report the claim quickly than wait until you have everything.
- Where you have the microphone symbol on your phone, this works for data entry.

Need assistance?

Following submission of your claim if you think of anything else you need to add or wish to make any amendments, please do not submit a further form. Either speak to your manager, email claimsenquiries@bridgeinsurance.co.uk or call 0161 236 6969 and ask to speak to a member of the claims team.

