

## **OUTSURANCE – GOODS IN TRANSIT CLAIM (THEFT)**

To claim for stolen goods in transit with [OUTsurance](#), first, document the incident with photos and videos of the damage or missing goods and the surrounding area. Secure remaining goods to prevent further damage and report the theft to the police for a police report. Next, contact [OUTsurance](#) to start a claim via their app, client portal, or by calling 08600 70 000. OUTsurance recommends providing them with a quote, damage report, and photos of the damaged goods to validate the claim. They will provide you with a claims tracker to monitor your claim's progress.

Here's a more detailed breakdown of the process:

### **1. Document the Incident:**

- Take photos and videos of the stolen goods or any damage.
- Document the surrounding area where the theft occurred (e.g., the vehicle or warehouse).

### **2. Secure Remaining Goods:**

- If any goods are still present, ensure they are stored safely to prevent further damage.

### **3. Report to Authorities:**

- If theft is involved, report it to the police and obtain a police report, which is often required for the claim.

### **4. Contact OUTsurance:**

- Call 08600 70 000 or use the [OUTsurance website](#) or app to start your claim.

### **5. Provide Required Documentation:**

- Be prepared to provide OUTsurance with a quote, damage report, and photos of the stolen goods.

### **6. Track Your Claim:**

- Use the claims tracker on the app or portal to monitor the progress of your claim.

## OUTSURANCE – GOODS IN TRANSIT CLAIM (DAMAGE)

To claim for damage to goods in transit with Outsurance, you can submit a claim online through the OUTsurance client portal or app or by calling 08600 70 000. It's crucial to document the damage and the surrounding area with photos or videos immediately after the incident. You can also use the claims tracker in the app or client portal to monitor the progress of your claim.

Here's a more detailed breakdown:

- 1. Immediate Action:** After an incident, take photos and videos of the damaged goods and the surrounding area.
- 2. Secure Remaining Goods:** If some goods are undamaged, ensure they are stored safely to prevent further loss.
- 3. Notify Authorities (if applicable):** Report the incident to the police if theft or hijacking is involved, and obtain a police report.
- 4. Submit the Claim:** Use the online options, the app, or call 08600 70 000 to start your claim.
- 5. Claims Tracker:** Utilize the claims tracker in the app or client portal to monitor the progress of your claim.
- 6. Claims Advisor:** Your claims advisor can be your point of contact throughout the process.
- 7. Service Providers:** OUTsurance works with service providers to assist you in getting back to normal.

Important Considerations:

- **Documentation:**

Thorough documentation of the incident is crucial for supporting your claim.

- **Immediate Reporting:**

Reporting the incident to the authorities (if applicable) and to OUTsurance promptly is recommended.

- **Policy Review:**

Review your OUTsurance policy to understand the specific coverage and conditions for goods in transit.

- **Excess:**

Be aware of any applicable excess amounts that may apply to your claim.

## OUTSURANCE – VEHICLE THEFT

To file a vehicle theft claim with OUTsurance, you should first contact the police and your tracking company (if applicable). Then, contact OUTsurance at 08 600 70 000 to initiate your claim. You can also start a claim online through the [OUTsurance app or client portal](#).

Elaboration:

### **1. Contact the Police:**

Immediately report the theft to the police, providing your registration number, VIN, and vehicle description.

### **2. Contact Tracking Company (if applicable):**

If you have a tracker installed, contact your tracking company to activate it.

### **3. Contact OUTsurance:**

Call OUTsurance at 08 600 70 000 to initiate your claim.

### **4. Online Claim:**

You can also start a claim online through the [OUTsurance app or client portal](#).

### **5. Claim Tracking:**

OUTsurance provides a claims tracker on their app and client portal to keep you updated on the process.

### **6. Roadside Assistance:**

If you need help with your vehicle, OUTsurance offers roadside assistance with annual limits and a maximum of two incidents per insured vehicle.

### **7. Salvaging:**

If your vehicle is written off, OUTsurance has a salvage contract with an external company that auctions off the vehicle.

### **8. Premium Guarantee:**

Even if you report your car stolen, your premium is guaranteed for 12 months, [according to OUTsurance](#).

## OUTSURANCE – VEHICLE ACCIDENT

To make a vehicle accident claim with [OUTsurance](#), you should start by reporting the accident to the police and then contacting them directly either through their app, client

portal, or by calling 08600 70 000. They will guide you through the process, potentially requiring you to bring your vehicle to an assessing centre for evaluation. If you decide to proceed with a claim, OUTsurance will arrange for repairs or handle the write-off if necessary.

Steps to Claim:

**1. Report to Police:**

File a police report within 24 hours of the accident to obtain a case number, even if you don't plan to claim.

**2. Contact OUTsurance:**

Call 08600 70 000 or use their app/client portal to notify them about the accident.

**3. Vehicle Assessment:**

Depending on the damage, OUTsurance may require you to bring your vehicle to one of their assessing centres.

**4. Claim Decision:**

Decide whether to submit a claim for repairs or pay for damages yourself.

**5. Repairs or Write-off:**

If you submit a claim, OUTsurance will manage the repair process or handle the write-off procedure.

Important Notes:

- **OUTsurance's role:** They aim to simplify the claims process and provide assistance throughout.
- **Claims tracker:** You can track the progress of your claim through their app or client portal.
- **No forms:** Claims are registered over the phone for convenience.
- **Excess recovery:** [OUTsurance](#) can attempt to recover your excess from the party at fault.
- **Liability cover:** If you have liability cover only, it won't cover damages to your own vehicle.
- **Comprehensive cover:** Comprehensive cover also covers damages to your vehicle from various causes, including accidental damage, fire, theft, and intentional damage.

