Help and advice for HSBC customers affected by storm and flood damage

HSBC Home Insurance customers should call – 0845 300 5899
HSBC Car Insurance customers should call – 0844 871 2330

HSBC advises customers:

▶ Telephone your insurer as soon as possible to register your claim, as you may be entitled to claim your alternative accommodation costs.
▶ Don’t worry if you cannot locate your policy document immediately, our claims handlers will ensure this does not delay your claim.
▶ If you are unsure who you are insured with check out your statements online or call us on 08457 404 404 and we can check your bank records.
▶ HSBC Insurance (and its partners such as Aviva Insurance Limited) will give highest priority to emergency claims.

And remember

▶ Don’t throw away damaged items until the damage has been inspected.
▶ Do not lift wet carpets, wait for advice from your loss adjuster.
▶ Remove excess water from photos and paperwork, keep them tightly together and leave to dry naturally.
▶ If necessary arrange for temporary repairs to be carried out to stop any damage getting worse. Keep receipts, as these will be needed for your insurance claim.