

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

HSBC Home Insurance customers should call – 0345 300 5899

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 **03457 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