

HOW TO REPORT A DISASTER ?

Outline of an effective statement

WHO SHOULD I CONTACT IN THE CASE OF A CLAIM ?

Two solutions :

1- During the week from Monday to Friday from 9am to 12:30pm: you can contact Laurence at 03.22.53.45.51.

2- Outside these hours, you can send us an email to sinistre@etudassur.fr which will be treated as soon as possible by our teams.



WHAT TO DO IN CASE OF EMERGENCY ?



In the event that your claim requires the urgent intervention of a craftsman or assistance, you can contact the assistance service available 24 hours a day, 7 days a week at 01.55.98.71.14.

You will then be put in touch with an approved craftsman near you.

All our contracts have this assistance service which allows you to be in contact with glaziers, locksmiths, etc. to obtain a replacement estimate and/or to have them intervene in emergency.

⚠ It is imperative to contact the assistance before calling in any craftsman ⚠

WHEN AND WHAT DOCUMENTS TO PROVIDE?

Generally speaking, you have 5 working days to notify your insurance company following a claim such as water damage, fire, etc.

In order to process your file as quickly as possible, it is ideal to prepare the following documents:

All guarantees: Detailed statement of the loss, proof of value

Theft / VANDALISM: a complaint (within 48 hours)

Water damage: an amicable report (downloadable on the site)

Do not forget to inform your residence as soon as possible.



HOW WILL I BE REFUNDED ?



Generally, in case of a guaranteed claim and except for conraindication, in order to accelerate the treatment, you will be directly paid on estimate.

You will only have to restore your home without advancing the sums requested by the craftsmen.

If your residence wishes to be reimbursed in your place, the reimbursement will be made upon receipt of the craftsman's invoice by us.