

Insurance Charter

1. You will be sent a written acknowledgement within 5 working days of any written claim being notified to the Council's Insurance Officer.
2. All initial investigations into your claim will normally be completed within 10 working days providing you, or your representative, have provided all the necessary information.
3. Your claim, unless rejected outright, will be forwarded to our insurers for further action within 5 working days of its initial receipt by the Insurance Officer. If you are asked to supply additional information, there may be some delay.
4. You will be sent a written acknowledgement from our insurers/loss adjusters within 15 working days of their receipt of the claim.
5. Our insurers/loss adjusters will deal with your claim as soon as possible and you will be notified of their decision in writing.
6. Any payment to be made to you will be despatched within 5 working days of the relevant written instructions being received from our insurers/loss adjusters. ***If you are indebted to the Council or Newark & Sherwood Homes for any reason, this will be taken into account and deducted from any payment made to you.***
7. Please inform us of any changes in circumstances related to your claim and it is essential that you let us know as soon as possible.
8. If you need to contact us about your claim always quote your name and address and, if possible, your claim reference. This will ensure your enquiry is dealt with as quickly as possible.

Please treat staff with courtesy - they are trying to help you.

Newark & Sherwood District Council
(& Acting on behalf of Newark & Sherwood Homes Limited)