

# CLAIM FORM

## Paint Protection Claim Form

For office use:

Please complete all the details on this form. Please then ensure that you sign and date where indicated and return the form to:

**Premia Solutions Limited,  
3 Corunna Court,  
Corunna Road,  
Warwick,  
CV34 5HQ.**

**<< IMPORTANT >>**

**You must enclose ALL the documents specified under the Required Documents section at the end of this claim form or we will be unable to process your claim**

Name:	
Address:	
Postcode:	
Home telephone number:	
Your occupation:	
Vehicle make and model:	
Vehicle registration number:	
Vehicle mileage:	
Which area of the vehicle is affected?	
When did you first notice it?	
What steps have you taken to remedy the situation?	
How often is the exterior of your vehicle cleaned?	

What cleaning products are used?	
Have you ever had the vehicle professionally cleaned?	
Has your vehicle had any bodywork repaired since you bought it?	<b>YES</b> <b>NO</b>
If YES provide full details including areas repaired and dates:	
Where is the vehicle usually kept?	
What is the vehicle used for?	

<b>Additional Information</b> <b>( if there is any additional information regarding the claim please provide details below)</b>

## Customer Declaration

I certify that the above statements are true and correct and I understand that if I have knowingly made a false representation any payments may be invalidated and the guarantee may be made void.

I understand that once you have assessed the claim based on the information provided I may be asked to take my car to the supplying dealer in order that the claim may be investigated further.

### Data Protection

Where necessary to administer your policy efficiently or protect your interest, we may disclose the data that you have supplied to other third parties, such as loss adjusters, solicitors, other insurers. It is important that the data you supply to us up to date. Upon request from you we will let you know what information we hold and provide a copy in accordance with the Data Protection Act (a charge will be made).

**Customer Name** \_\_\_\_\_

**Customer Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

### Documents required with all claims:

#### **IMPORTANT**

**Please ensure that the vehicle is thoroughly cleaned and polished before the photographs are taken**

1. Good quality photographs of:
  - a. The affected area
  - b. A close up of the affected area
  - c. An unaffected area for comparison
  - d. Both sides of the car (taken from a place where the registration number is visible)
  - e. The area where the vehicle is kept

Good quality photographs may be posted with your claim form or emailed to [photos@premiasolutions.com](mailto:photos@premiasolutions.com) *(please note we do not reply to messages sent to this email address)*

2. Fully completed Claim Form
3. Copy of original invoice for the vehicle – if you don't have a copy of this document, please contact the dealership that you purchased the vehicle from to obtain a copy.

**Please ensure you send COPIES of all the above documentation, as originals are unable to be returned. If any of the above documentation is not available, your claim will not be processed.**

## **Questions we often get asked about claims**

### **How long will it take to pay my claim?**

Our aim is to pay claims as quickly as possible but it is difficult to give an exact timescale for paying claims. As administrators for the claim we are responsible for putting together the information provided by you and other sources, such as insurance fraud databases etc. and then sending it to the insurer for them to sign off. Insurers sometimes then ask for further information or clarification so it is not possible to say when a claim will be paid until this process is complete.

### **How will I know how my claim is progressing once I have sent the claim form back?**

There is no need to phone us, we will keep you advised during the assessment process.

### **Can I call for an update on my claim?**

No. We are unable to give updates on claims over the telephone. If you would like an update you can write to us at the address given. We will however update you on progress throughout the claim.

### **Can you get the missing documentation on my behalf?**

No. We are unable to contact outside sources on your behalf so you will need to get the information that is requested and send it to us.

### **Why do I have to send in a copy of the original sales invoice when I submit a tyre replacement claim?**

We need to check the mileage on the vehicle at the time of sale in accordance with the terms of the policy.

### **If I have finance against the vehicle, my motor insurance company will not be providing me with a cheque so how do I get around this?**

Ask your motor insurance company to provide you with written confirmation that your claim has been settled and a full breakdown of the payment.

### **Can I send in the claim form now and send the rest of the documentation in later as and when I receive it?**

No. Collect all the information that is required and send it in at the appropriate time so the assessors have everything they need to assess your claim.

### **Who will the cheque be payable to?**

Cheques will be payable to the policy holder unless it is a Finance GAP policy then the cheque will be payable to the finance company.