

Flood Claims Guidance



1. Before



Prepare a flood kit

Bucket
Spade
Sand bags
Wellies
Bottled water
Waterproofs
Important telephone numbers



Watch out for flood warning updates

Island FM
Channel 103
Channel TV
BBC Radio Guernsey
BBC Radio Jersey



Prepare for evacuation

Agree where you will go
Agree how you will contact friends and family
Think about what items to move to a safe place
Know how to turn off your services



2. During



Stay safe

Think about evacuation before it's too late
Follow instructions from the emergency services
Turn off gas, electricity and water supplies if it is safe
DO NOT touch sources of electricity when in water
Beware of sewage
Drink only bottled water



Listen for flood updates in your area

Island FM
Channel 103
Channel TV
BBC Radio Guernsey
BBC Radio Jersey



Evacuate your home if necessary

Contact friends and family
Move valuables to a safe place
Make sure your services are switched off
Look after your pets
If possible, raise ground floor furniture off the ground
Notify Insurance Corporation

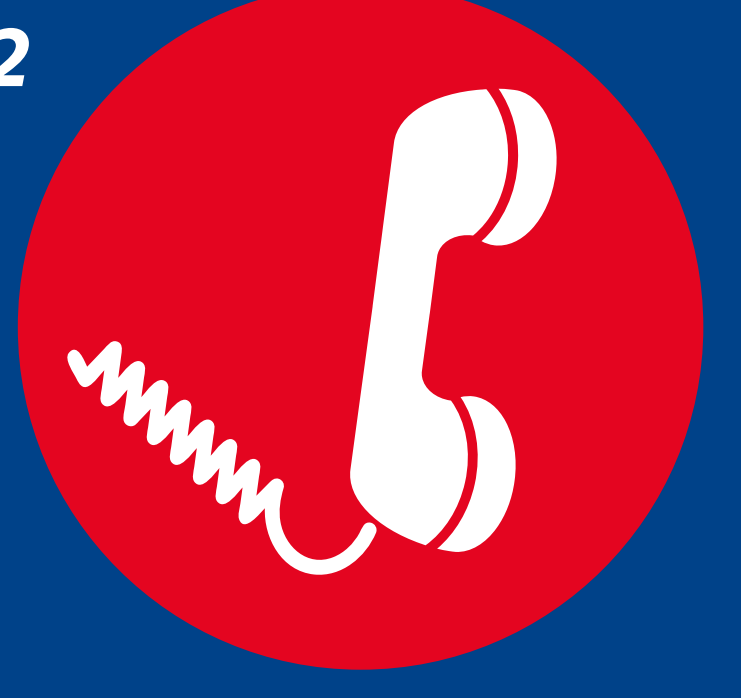


3. After



Call Insurance Corporation

Contact your broker or our claims team on 01481 707592
They can contact specialists to assist in repairs
They will offer advice on your next steps



Cleaning Up

Document all damage
DO NOT throw items away until Insurance Corporation has agreed it is ok
Wear protective clothing
Flood water may contain sewage, so take precautions



Take photographs

Make a list of all damaged items
Take a note of make and model numbers



Secure your property

Carry out any emergency repairs
Protect your property from further losses
Get qualified technicians to check your services
DO NOT switch anything on until you have the all-clear

