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Claims Procedures

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We would like to take this opportunity to remind all Brokers of their role regarding Wrightway claims handling procedures.

In the event of an incident it is the Brokers responsibility to:

- Take full details and complete the First Notifications form. These forms can be downloaded from our website www.wrightway.ie
- Notify us by sending this form to firstnotifications@wrightway.ie
- Request claim form and driver's license from the Insured at notification stage
- Assist in obtaining outstanding documentation from the Insured

Please note it is the Brokers responsibility to issue the appropriate accident report forms to the Insured. We ask that you adhere to the above in order to avoid any unnecessary delays in the claims handling process

Wrightway Underwriting Ltd will:

- On receipt of the First notification form register the claim
- Allocate a claims reference number and handler
- Where necessary a claims assessor / investigator etc will be appointed by us
- Correspond with the Broker regarding any further documents required

Claims investigations and settlements require time. Claim updates will be given to the Broker via memo or letter, as and when any relevant developments permit i.e. liability decisions, indemnity issues, payments and settlements. In some cases it may be necessary for Wrightway contact the Insured directly. In this event we will contact your office for permission to do so.

As the broker we ask that you relay all updates of information received from Wrightway to the Insured and assist where possible with any queries they may have relating to their claim.

May we take this opportunity to assure you of our continued commitment to deliver a quality and efficient claims service to all our Brokers.

Contact: claims@wrightway.ie 053 91 67181

CONTACTS

A LIST OF OUR DIRECT CONTACT NUMBERS CAN BE FOUND AT WWW.WRIGHTWAY.IE/CONTACTS

DOWNLOADS

PROPOSAL FORMS, CLAIM FORMS, POLICY DOCUMENTS AND MANY OTHER DOCUMENTS CAN BE DOWNLOADED FROM OUR WEBSITE WWW.WRIGHTWAY.IE/DOWNLOADS

PRODUCT GUIDE

OUR PRODUCT GUIDE CAN BE FOUND ON OUR WEBSITE AT WWW.WRIGHTWAY.IE/PRODUCTGUIDE.PDF

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