

Home Claims, Our Promise to You.



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A claim is, at best, a hassle and if handled incorrectly, then a claim can be a nightmare. You chose AIB Home Insurance because if something goes wrong, you want it sorted – quickly and fairly.

Our dedicated home claims handlers are just a call away and will record the details of your claim, tell you what to expect from us, and offer you advice on what to do next.

- 24 hour Emergency call out with work carried out immediately
- Approved Building Contractors from all around Ireland
- Fully guaranteed repair work
- No estimates required
- No paperwork for you

To notify us of your home insurance claim, please phone

1850 63 53 43

or Request a Claims Representative to call you back.

And if you need to take steps to minimise or prevent further loss or damage caused by-

Storm

- Contact a reputable builder immediately to arrange emergency repairs or boarding-up.
- Wet or damaged items can be lifted or removed from your home, BUT do not dispose of any damaged items until your claim has been settled or these items have been inspected. Store in a shed, attic, skip or outhouse.
- Dehumidifier's can be used to dry out walls and ceilings.

Water

(including burst pipes caused by freezing weather)

- Contact a plumber immediately to stop the leak and minimise any further damage.
- Wet or damaged items can be lifted or removed from your home, BUT do not dispose of any damaged items until your claim has been settled or these items have been inspected. Store in a shed, attic, skip or outhouse.
- Dehumidifiers can be used to dry out walls and ceilings.

Theft or vandalism

- Secure your property and its contents at all times.
- Report the loss to the Gardaí .
- Gather supporting documentation for the stolen items (receipts/valuations)

Subsidence

- Contact AIB Home Insurance immediately.
- Do not carry out any structural repairs.
- Do not instruct experts or contractors without prior agreement from AIB Home Insurance.

Other things you need to know

- As part of your policy conditions, felt roofs over 5 years old must be inspected by a professional builder every 3 years.
- Keep receipts for any expensive possessions as you will need to validate how much they cost you.
- Ensure that seals and grouting around showers and baths are regularly maintained to prevent water leakage.
- Do not dispose of any damaged items until agreed by AIB Home Insurance.
- Please contact our Customer Service Team on 1850 27 26 25 if your property becomes unoccupied or if there are any changes in occupancy e.g. (house let to tenants), as this may affect policy cover.
- Apartment owners, please check with your Management Company to see what cover is in place in respect of your fixtures and fittings. e.g. wooden flooring, kitchen units.
- If you have a holiday home you must switch off the water and electricity when unoccupied. This is a condition of your policy.