LET'S GET THINGS MOVING

Your Home Claim Made Easy

emerre & hathaway

NO ASSESSOR APPOINTED

Your home matters, and we want your claim resolved as quickly and smoothly as possible. We understand this process can feel overwhelming at times. That is why we have simplified the steps below, while we take care of the more complex work behind the scenes. You are not doing this on your own, we are here with you from start to finish.

1. Lodge Your Claim

Once you contact us, we will take care of the essentials for you.

We will:

- Confirm your details
- Notify your insurer
- Let you know what happens next
- Advise if anything needs to be done to prevent further damage

2. Gather a Few Key Details

To help move things forward, your insurer will need a few important pieces of information.

Photos of the Damage

- Wide shots of the affected areas
- Close-up photos of the damage

Damage/Cause Report (if possible)

From a local contractor (builder, plumber, roofer, or similar), confirming:

- What caused the damage
- What repairs are required
- Any supporting photos

Repair Quote (if available)

- A breakdown of the work required
- Materials and labour

You can send these through in stages, whatever is easiest for you.

3. We Review & Submit

Once we have everything, we will:

- Review it against your policy
- Talk you through what to expect
- Submit it to your insurer on your behalf

4. Insurer Review

Your insurer will review the information and decide how best to progress the claim. This usually results in:

- Settlement progressing
- A request for more information
- An assessor being appointed (if needed)

If anything further is required, we will guide you through it clearly.

5. Settlement & Payment

Before anything is confirmed, we will make sure:

- We advocate for **the best** possible outcome for you
- All approved repairs are included

Ready to Proceed?

Send us your bank details (screenshot or deposit slip), and we will arrange payment.

We will keep you updated so you always know where things are at.

Important: Please send your completed claim form to us first, so we can take care of the rest for you.

- Drop your claim into our office at 183 Carnarvon Street, Gisborne
- Email your claim to **office@ehinsurance.co.nz**
- Lodge your claim online at **www.ehinsurance.co.nz/make-a-claim**

Questions? Our Claims Team is just a phone call away **0800 428 429**

A Quick Note

This document is intended as a general guide only. The steps listed above may vary depending on the nature of the damage and insurer requirements, which is completely normal. Providing the required information as early as possible will help us progress your claim efficiently. We are here to support you every step of the way.