

THERE WHEN YOU NEED US.

We've made payments on over **68,000 CLAIMS** in 2016



That's **185 CLAIMS PAID** each day



with an average of **£2,011 PAYOUT** per claim



The figures include meeting customer's claims and supplier fees for zero settled claims where no benefit was paid to the customer in 2016.

TOP 4 Most common settled household claims for 2016

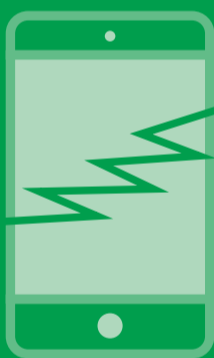
1. ACCIDENTAL DAMAGE

£417

Average accidental damage claim payout

39,776

of settled claims (38%)



2. ESCAPE OF WATER

£1,519

Average escape of water claim payout

20,913

of settled claims (20%)



3. STORM

£484

Average storm claim payout

14,385

of settled claims (14%)



4. THEFT

£1,731

Average theft claim payout

12,708

of settled claims (12%)



HOME EMERGENCY CLAIM REASONS.



Water 45%
blocked toilets, sinks, baths and pipes.



Property 17%
roof tiles, broken windows/doors and replaced external locks.



Gas 34%
hot water, heating and boiler failure.



Electric 5%
wiring, lighting and power failure.

WE'RE COMMITTED TO PROVIDING AN EXCELLENT CLAIMS EXPERIENCE.

- ✓ UK-based claims line – open 24/7.
- ✓ Our commitment to keeping your customer feeling secure and informed.
- ✓ We ensure a seamless claims experience.
- ✓ Dedicated claims manager from beginning to end.

Our Dedicated Teams

GI New Business: 0370 900 8829

8am - 8pm Mon to Thurs

8am - 6pm Fri, 9am - 1pm Sat

Telephone Account Management: 0345 273 0010

9am - 5pm Mon to Fri

We may record and monitor calls. Call charges will vary.

legalandgeneral.com/advisercentre/general-insurance

