

# Insurance Claim Process

Email our contact centre at [newhaven.tram@edinburgh.gov.uk](mailto:newhaven.tram@edinburgh.gov.uk) with the following information and attachments:

- 1**
  - Description of the incident
  - Location of the incident
  - Date of the incident
  - Any estimates or receipts for damage that you are claiming for
  - Photographic evidence
  - Any evidence available showing condition of property ahead of tram works commencing

- 2** Trams to Newhaven contact centre will forward to Council Insurance department.

- 3** Council Insurance department will pass all information to independent loss adjuster who will then investigate as part of the project's insurance cover.

- 4** Loss Adjuster will contact claimant directly acknowledging claim has been received.

- 5** Loss Adjuster will deal with the claim independently. Council Insurance department will be able to check on progress of the claim.

- 6** Loss Adjuster will write to the claimant with their decision.