

Has your home been burgled? Here are some tips and advice to be sure you receive fair and prompt compensation.

The following guidelines will allow for fair and quick compensation for the losses that you have sustained.

We recommend that you follow these guidelines in order to help Aon to better defend your interest and provide enhanced handling of your claim.

What is a “justificatif”?

A “justificatif”, or supporting material, is understood to be any document that proves the existence and the value of the concerned goods.

Such material must:

- be dated
- be delivered by a professional
- be established with your name
- include accurate data that identifies and gives a valuation of the concerned item

Failing to provide any one of these requirements may result in the value of the item being reduced to an average value.

Other recommendations include:

- always send the original copies of the supporting material
- if necessary, translate the relevant documentation to French or English; this will help to reduce processing time.

Samples of what can be considered as a supporting document:

- invoice (dated and established to your name)
- inventory document delivered by a notary
- previous valuation given by a qualified professional
- loan documents, in case of credit purchase
- delivery slip/voucher
- repair or maintenance invoice

Look out for...

Photographs are not considered as evidence, but may be taken into consideration to assist your claim.

The steps necessary for proper handling of your claim

- 1 Report the item stolen with the police: we will need the crime report number (“récépissé de dépôt de plainte”) to start processing your claim.
- 2 Complete a loss statement by using the attached form and:
 - give a precise description of each item
 - specify the date of purchase
 - give the value in euros
 - allocate a reference number to each supporting document or item
 - report these numbers in the table
- 3 Attach the supporting material.
Important notice: you should be advised that no indemnity will be paid to you unless you provide the original copies of any supporting documents.

In all cases...

We strongly recommend that you take the time necessary to gather and collect as much as possible of the material needed to support your claim and thus receive a fair indemnity.



Contact

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