



Excmo. Ayuntamiento de San Fulgencio

## ADVICE AND STEPS TO CLAIM DAMAGE COMPENSATION

### AYUNTAMIENTO DE SAN FULGENCIO

#### **PROPERTIES WITHOUT INSURANCE:**

A data base is being created by the Town Hall listing all the damaged homes to claim future economic assistance, **if there was any**, in case of the area being declared as disaster zone. You must proceed as follows:

- To keep all the damaged goods for a loss adjustment, if this is not possible, take photos before their disposal.
- Keep all the receipts in case of any emergency repairs.

#### **PROPERTIES WITH INSURANCE:**

A data base is being created by the Town Hall listing all the damaged homes to claim future economic assistance, **if there was any**, in case of the area being declared as disaster zone. Although the properties are insured, they must be reported to the insurance compensation consortium. The steps are as follows:

#### **COMPENSATION CLAIM**

The compensation claim for material damage to the consortium can be made via telephone or online from this website. In case of personal damage, the claim can be made via telephone, online from this website or by writing via email or by post.

#### **COMPENSATION PAYMENT**

How is compensation received? and who receives compensation?

The insurance compensation consortium will pay the compensation directly to the beneficiary and always by bank transfer.

#### **On line application for material damage compensation**

Which are the steps to follow to apply for material damage compensation?

You can apply to claim compensation online at the consortium website.

When starting the application to claim the compensation from the consortium website you must have the following details to be able to save them at the different screens:

- Details of the insurance policy: Insurance company and policy number.

- Personal details of the applicant to the compensation and personal details of the person insured, if they were different persons, name, surname, business name, NIF, CIF, address and contact telephone numbers.
- Bank details for compensation payment: International bank account code IBAN (24 numbers) composed of two letters which show the country and two control numbers, bank number, office number and account number.
- In case of motor vehicle damage: Damaged vehicle make, model and plate number. If it is in a garage to be repaired, please provide garage name, address and telephone number to accelerate the procedure of damage assessment.

The user, once identified with the access key, will follow the steps shown in the screen during the process, at the end of it, you will get a registration number to your application (this number will also be received by email) this is the number you will have to use for future information or enquiries concerning your application.

Also, at the end of the application process, files can be attached with the documents described in section 11.

After, the insurance appraiser will contact the applicant to make an appointment and make an assessment. To ease the assessment and speed up the procedure, please proceed as follows:

- Keep the rests of the damaged goods to be assessed, if this is not possible, take photos before their disposal.
- Keep all the receipts in case of any emergency repairs.
- when the insurance appraiser comes, please have the estimates and reparation receipts of the damaged goods ready to be provided and two copies (original and copy) of the insurance policy and the receipt of payment of the insurance, to hand a copy to the insurance appraiser as well as a copy of a bank account number with IBAN code (24 numbers) where the compensation is to be paid.

### **Application for material damages compensation by phone**

**900 222 665 or 952 367 042**

### **How to apply for compensation to the consortium by telephone and what are the details to provide?**

In case of having suffered material damages, the person insured, or the legal representative can present an application to claim a compensation for damages by ringing these telephone numbers: 900 222 6656 or 952 367 042 (Monday to Friday from 9am to 6pm).

When on the phone, you must have the following details to provide during the telephone call:

- Details of the insurance policy: insurance company and policy number.
- Personal details of the person applying for compensation and details of the person insured, if it was not the same person: name, surname, business name, NIF, CIF, address and contact telephone numbers.
- Bank details for compensation payment: International bank account code IBAN (24 numbers) composed of two letters which show the country and two control numbers, bank number, office number and account number.

- In case of motor vehicle damage: Damaged vehicle make, model and plate number. If it is in a garage to be repaired, please provide garage name, address and telephone number to accelerate the procedure of damage assessment.

At the end of the telephone conversation, a registration number to your application will be provided (this number will also be received by email or text message) this is the number you will have to use for future information or enquiries concerning your application.

After, the insurance appraiser will contact the applicant to make an appointment and make an assessment. To ease the assessment and speed up the procedure, please proceed as follows:

- Keep the rests of the damaged goods to be assessed, if this is not possible, take photos before their disposal.
- Keep all the receipts in case of any emergency repairs.
- when the insurance appraiser comes, please have the estimates and reparation receipts of the damaged goods ready to be provided and two copies (original and copy) of the insurance policy and the receipt of payment of the insurance, to hand a copy to the insurance appraiser as well as a copy of a bank account number with IBAN code (24 numbers) where the compensation is to be paid.

#### **INSURED VEHICLES**

My car has been damaged, what has my insurance policy have to cover to be able to claim compensation?

In case of motor vehicles (cars, trucks, buses, commercial vehicles, motorcycles, motorbikes...) insured motor vehicles with vehicle damage coverage (such as window break, robbery or full coverage insurances with or without excess) will be compensated, as well as if you only have a public liability insurance.

If you cannot access the consortium website or via telephone, you can contact the Town Hall for assistance:

Attention in person times: 9am to 1.30pm

Attention by telephone times: 8.30am to 2pm

673109183 / 966794201 (Ramón)

690011796 ADL(Raquel)

673109096 Town Hall office in the urb. (Ana)