



factsheet

Prosperity Matters

CUSTOMER SERVICE STANDARDS

INSURANCE

Web: www.charnwood.gov.uk/democracy/insurance.html

Tele: 01509 634907

Email: insurance@charnwood.gov.uk

The Insurance Service is responsible for arranging insurance cover to protect the Council's interests. This includes:

- Public Liability insurance to protect the Council from any legal liability to pay compensation for accidental bodily injury or accidental damage to third parties.
- Motor Insurance for the Council's fleet of vehicles.
- Property Insurance for leasehold flat owners.

If you have been involved in an accident/incident and you think that the Council maybe at fault you should contact us in the first instance.



CUSTOMER SERVICE STANDARDS INSURANCE

In addition to the standards in the customer charter you can also expect us to deliver the following:

When you:	We will:	Within: (Timescale)
Report an accident/incident	Motor claims – record the details of your claim (CS 113)	Immediately
	Public liability/property – send you an incident report form (CS 114)	Within 5 working days
Provide your details/return your completed incident report form	Acknowledge receipt of your details/incident report form (CS 115)	Within 10 working days
	Submit your claim to the insurers (CS 116)	Within 10 working days

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়া করে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

આ માહિતી જુદી જુદી પદ્ધતિઓમાં ઉપલબ્ધ છે. તે મેળવવા માટે કૃપા કરી આ નંબર પર ફોન કરો (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

ਇਹ ਜਾਣਕਾਰੀ ਵੱਖ-ਵੱਖ ਸ਼ਕਲਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560

