



BALENS
Specialist Insurance Brokers

Balens Bridge Business Protection Policyholders

Should you wish to make a claim, submissions need to be ideally notified to Balens in the first instance. Our dedicated 'Covid-19 Team' will forward details to Covéa with a copy of your insurance policy schedule. Covéa will then deal with you directly and Balens involvement will be limited. Please note, that the submission of an enquiry or claim, does not guarantee any claims settlement. We will, continue to support our Policyholders and Covéa to ensure a quick resolution of all enquiries and submissions.

We are in regular contact with Insurers and continue to be the driving force behind negotiations, regarding processes and information gathering. Assisting our Policyholders is, and will remain our key focus.

Scenarios

Scenario one - **You have an ongoing claim with Covéa (already reported and recorded)**

- Covéa will continue to correspond with you directly – you do not need to do anything further at this stage.

Scenario two – **you have previously submitted an enquiry regarding policy cover or submitted a claim and you have been told that the policy will not respond**

- Please email Claims@balens.co.uk We will review your enquiry and respond appropriately. If your request is to submit a claim, please provide your full contact details, the Policyholder's name & address and your Policy Number (if known). Details of the claim to be submitted should also be provided.

Scenario three - **you wish to submit a potential new claim**

- Please email Claims@balens.co.uk Please provide your full contact details, the Policyholder's name & address and your Policy Number (if known). Details of the claim to be submitted should also be provided.