



# How to Report a Property Claim Online

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To start, scan the QR Code **or** visit the following:  
[www.bridgeinsurance.com/corporate/bridge-claims](http://www.bridgeinsurance.com/corporate/bridge-claims)

This will take you into the Bridge website to choose whether to report a 'property' or 'motor' claim. This can be done from any device which connects to the internet, eg. phone, tablet or laptop.



Where you have the microphone symbol on your device; this works for data entry.

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## Claimant

Please select who you are in relation to the claim:

Who are you?

I am the policyholder

Email Address

This email address will receive a PDF copy of the claim

The first screen asks who you are:

- I am the policyholder
- I am reporting on behalf of the policyholder

Choose whichever is most appropriate. It will then give you a dropdown to type in an email address – this is the person who will receive a PDF copy of the form when completed – it does not need to be you, it could be your manager or other relevant person who deals with claims at your company.

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Are you the best person to contact?

Yes  No

Client Ref Number

Name

Name...

Job Title

Job Title or "Householder" where appropriate

Address

- The next screen asks for your details, who you are and whether you are the best contact.
- If you have been given a client ref number, it is essential that you use this.
- Depending on the selection chosen under 'I am the ...' there may be an additional 3 boxes open up asking for the managing agent name, number and email address.
- The next page is to complete details of the insured name, policy number (if known), business/occupation and confirmation of VAT status.

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## Incident Details

Please capture as much information as possible

Date of incident\*

dd/mm/yyyy



Time of incident\*

--:--



## GPS Coordinates

View Map

Incident Address Line 1

Incident Address Line 2

Postcode

Specific location details

Please best describe the location where the incident occurred

- Incident details are next, these can be entered manually or by clicking on the calendar/clock at the end of the boxes.
- There are two ways of entering the location, either use the 'view map' for GPS coordinates, or by free-typing the address.

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Damage Sustained

Tap to enter details...

Upload image

Choose files

No file chosen

Upload

Upload video

Please note that in base of the size the video can take a few minutes to upload.

Choose files

No file chosen

Upload

- The damage/loss tab requires details of the incident itself and allows for upload of images and/or video. To upload, simply click on the 'Choose Files' section of the relevant question, find the documents you wish to send on your device and click 'upload' when done.



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Is a third party responsible for the damage/loss?	<input type="radio"/> Yes <input type="radio"/> No
Are there witnesses?	<input type="radio"/> Yes <input type="radio"/> No
Has the incident been reported to the police?	<input type="radio"/> Yes <input type="radio"/> No
Is there any other insurance covering the property?	<input type="radio"/> Yes <input type="radio"/> No
Is there any CCTV footage of the incident?	<input type="radio"/> Yes <input type="radio"/> No

- The next screens are for responsibility/witnesses and Police.
- Clicking 'Yes' on any of these screens will drop down additional boxes for details.
- Any lastly, the extra information tab has a few final questions before you are able to review the form and submit.
- Please note that only questions with a \* are compulsory, so please do not worry if you do not have all of the information to hand. It is much better to report the claim quickly than wait until you have everything.

## Need assistance?

Following submission of your claim if you think of anything else you need to add or wish to make any amendments, please do not submit a further form.

Please email [claimsenquiries@bridgeinsurance.co.uk](mailto:claimsenquiries@bridgeinsurance.co.uk) or call **0161 236 6969** and ask to speak to a member of the claims team.