

## **SLOUGH BOROUGH COUNCIL LEASEHOLDER BUILDINGS INSURANCE POLICY**

**Slough Borough Council's leasehold property buildings insurance policy moved to Protector Insurance on 1<sup>st</sup> April 2023.**

**Any new notification of claims under either the Protector Insurance or previous Avid Insurance policies must be reported as follows:**

**For issues/incidents that commenced or occurred up to and including 31<sup>st</sup> March 2023**

Subject to claim assessment and acceptance, cover may be available under the Avid Insurance Services Limited policy.

You should contact Questgates Limited on 01204 860427 to lodge your claim.

Out of hours only, you should call Avid directly on 0121 411 0535.

For any damage by theft or attempted theft or damage by malicious persons you should immediately report your matter to the Police.

**For issues/incidents that commenced or occurred on or after 1<sup>st</sup> April 2023:**

All new claims for incidents or issues that commenced on or after the 1<sup>st</sup> April 2023 will now fall under the new Protector Insurance policy.

**To make a claim:**

Between 9am and 5pm Monday to Friday, call the dedicated claim line on 0161 823 1912.

Email [protectorclaims@uk.sedgwick.com](mailto:protectorclaims@uk.sedgwick.com)

For calls outside of office hours, dial the above number and your call will be redirected to the out of hours service.

**Protector Insurance will not consider any incident that occurred before 1<sup>st</sup> April 2023.**

When contacting either insurance provider, you will need to notify them you are a leasehold buildings policyholder through Slough Borough Council and have your full leasehold property address ready.