



Do you need to make a claim on
your insurance policy?

Call us free on **0808 161 7020**

or email heyloclaims@aspray.com



Handling claims on behalf of

heylo

Aspray are **loss assessors** who manage insurance
claims on behalf of policyholders.

The Claim Process

Aspray act in your best interests to get your property back to normal as quickly as possible. You will have one point of contact and support throughout, who will be on hand to answer all your questions and keep you regularly updated on progress.



A brief overview:



1

Initial meeting / damage and repair report

Aspray meet with you (the policyholder) at a time to suit you to discuss how we can manage your claim. Once you have signed a mandate instruction authorising Aspray to manage the claim on your behalf, we will assess the damage to your property and compile an in-depth damage and repair report, which we will submit to your insurance company.



2

Aspray manage your claim

From here, your dedicated Aspray loss assessor will deal with all communications relating to your claim, including attending all onsite meetings with necessary specialists or representatives of the insurer.



3

Negotiation with your insurer

Aspray negotiate the claim to achieve the best possible outcome on your behalf. Due to factors outside of our control, this stage can vary in time length and is highly dependent on the complexity of your claim and your insurer's internal procedures.



4

Settlement and agreement to begin repair work

Once settlement is agreed and your excess is paid, your dedicated loss assessor will meet with you to discuss the agreed works and a convenient date for works to commence.



5

Fully vetted contractors assigned

Aspray only use experienced contractors to deal with property repairs and insurance reinstatement work. This ensures that we maintain the high reputation for which we are known.



6

Your dedicated loss assessor will project manage the repair work

Reinstatement works will commence on the pre-agreed date, and will be project managed by your dedicated loss assessor through to completion.



7

Sign off and feedback

Your feedback and satisfaction are of paramount importance to us and therefore we will meet you onsite, where applicable, to inspect and sign off on the completed works.