

CLAIMS INFORMATION

The following information can help expedite the filing, processing and payment of claims and protect your rights under the policy.

REPORTING A CLAIM

In the event of a claim incident, it is important to submit a claim as soon as possible! The policyholder may submit a claim online at [InsureMyEquipment.com](https://insuremyequipment.com) by logging in and accessing the policyholder dashboard. The claim submission link is titled "Submit a Claim." Within 72 hours of a claim submission, the claim will be assigned a claim number and a claims adjuster who will contact the policyholder by phone and email to initiate the claim proceeding.

DOCUMENTATION

The policyholder must complete or obtain the following documents for the claim submission:

- Online Claim Form ([InsureMyEquipment.com](https://insuremyequipment.com))
- Detailed list of equipment subject to claim including the make, model and serial number
- For Owned Equipment Only:
 - Original Purchase or acquisition invoices or proof of insurance
 - Replacement Cost estimates or repair invoices
- For Rented Equipment Only:
 - Signed Rental Invoice, front and back
 - Repair Invoices
 - Certificates of Insurance



ADDITIONAL INFORMATION

- If the loss/damage involves theft, burglary, robbery or other illegal or criminal act, you are required to promptly report the matter to the police and obtain a valid police report
- If the loss/damage involves forcible break into a vehicle, submit photograph(s) illustrating the damage to the vehicle caused by forced entry
- If the claim is transit related (loss or damage to equipment while in the care and custody of an air or motor carrier), written notice of claim should be filed immediately with carrier as soon as loss or damage becomes known

It is important to bear in mind that the insurance company may require additional documentation, activities or procedures. The insurance company may determine further investigation is required and may assign an adjuster/investigator to assist in determining the nature, cause and extent of loss or damage.

In the event of loss or damage, you are obligated to safeguard the equipment and if practicable, take necessary steps to protect the equipment from further loss or damage. Failure to safeguard damaged goods or otherwise mitigate the loss may prejudice your rights under the policy.

If for any reason you are unable to log in at InsureMyEquipment.com to file a claim, please reach out to our staff at InsureMyEquipment@HeffIns.com and we be glad to help sort it out.