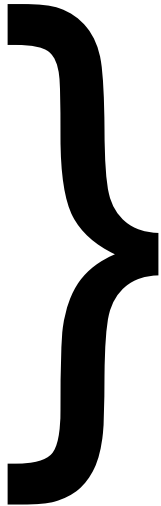


# Procedure / how to deal with a claim

- ❶ Note down the circumstances  
(when, where, who, how, what,..)
  - ❷ Take photos of the damaged item
  - ❸ Take down contact details of witnesses
  - ❹ Purchase invoice (write off)  
Repairs invoice or  
Repairs estimate (damage)
  - ❺ Advance commitments by the insurer
- 
- Submit claims form  
on line**
- or download  
claims form**
- internet address  
[www.suedwestring.de/vdws](http://www.suedwestring.de/vdws)**
- Invoices and photos can  
be enclosed online  
(first scan and/or save as  
pdf or jpg file)**

No financial commitments should be made , either **in Germany** or **abroad**.

Please leave all administration to the insurer.

To enable the damages to be paid, please provide your bank account details on the insurance claim form.

- ❻ If not on line, by post:  
Completed claim form + photos + invoice or cost estimate to  
SüdwestRing Versicherungsmakler GmbH  
Abt-Hyller Str. 4, D-88250 Weingarten / Germany  
Email: [info@suedwestring.de](mailto:info@suedwestring.de)  
Fax: +49- (0)751-56036-25

## *Notes for the policyholder regarding a claim:*

*Please avoid any discussion with the injured party about his or her claim. Before you have been advised by your insurer you must neither admit nor settle a claim. Any correspondence (particularly written claims, loss documentation, claims, orders to pay, applications for help in litigation or similar) are to be sent to the insurer immediately. Lodge a complaint immediately against any order to pay and raise an objection to any actions taken to enforce payment. Please note that every insurance accident must be reported in writing without delay, within one week. If the injured party makes a claim, you are required to report this within a week to the insurer.*