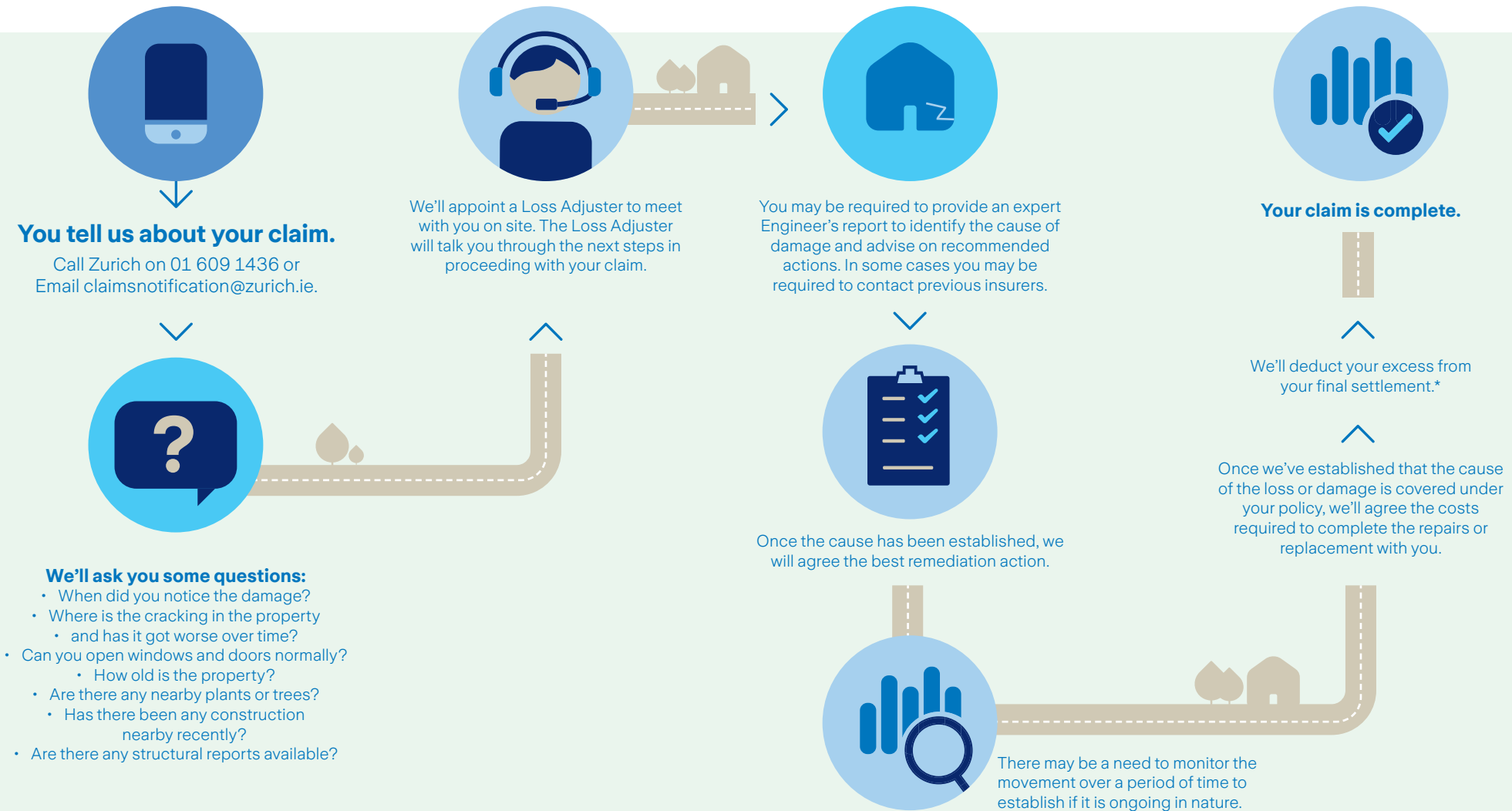


My home has subsidence (cracking/movement)



- Please take photos of the damage as it helps later on. To help us understand the scale of the damage, please hold a coin next to the crack.
- Don't dispose of any damaged items or proceed with repairs without our consent.

*In some cases a portion of the claim payment may be held pending completion of the repairs and provision of supporting documentation. All claims are subject to the terms and conditions of your policy.

During the claims process you have the right to appeal decisions made by Zurich Insurance Europe AG. Should you wish to do so, please contact your claims handler to discuss the matter further.