

Police Civil Claims Journey

Action Key

Customer

Addept

LD or another
panel firm

SLA timeframes

New Claim Decision:
within 5 working days

Calls returned:
within 4 working hours

General Email/Correspondence:
within 5 working days

Urgent Email/Correspondence:
within 7 working hours

As soon as the insured member has a civil issue, they will call Addept's legal helpline to discuss the matter.

The legal helpline will offer legal advice, and if appropriate, direct the member to submit their claim via Addept's online claim portal: www.addeptgroup.co.uk/portals
The member can, if they prefer, download a paper claim form from the portal and email it to Addept instead

Once the member has completed and submitted the claim on the Addept portal it is automatically emailed into claims@addeptgroup.co.uk, with an automated receipt email notification sent to the member.

Addept's Claims Team will create a new claim record and confirm the claim is being processed to the member quoting the Addept claim number.

The Claims Team will contact the relevant federation office and request a '**cover**' validation check.

