





# Our commitment to you

As a mutual organisation we are member-centred and seek to give a high level of service at all times.

We want to make sure that claims are treated fairly and settled promptly and ensure that our customers are provided with clear guidance on the claims process and where relevant why a claim is rejected or not settled in full.

We aim to respond to a received claim in five business days or less.

We will do everything possible to deal with your claim to your satisfaction but if any problems do occur please write to the Managing Director, Cornish Mutual, CMA House, Newham Road, Truro, TR1 2SU, Tel: **01872 277151** Fax: **01872 263032** or email **claims@cornishmutual.co.uk**

Please use this box to make notes for your own records

**Please detach this section and keep for your records**

# How to complete this claim form

Please read this section and the information overleaf, detach and keep for your records.

Before completing your claim form please take a moment to read through the information below.

It is important that you do not delay returning your claim form as failure to do so could affect the claim process.

If you have information to support your claim please include it when you return this form. If you are waiting for information please return the claim form first and send on the supporting information at a later date. This will enable us to start processing your claim as soon as possible.

Please help us to deal with your claim efficiently either by quoting your Member reference number or your Policy number on all correspondence and or Cornish Mutual's Claim Reference when issued.

If you need more space to answer a section of the form please supply this on a separate piece of paper quoting your Member reference number.

If you have any queries regarding how to complete your claim form please do not hesitate to contact the Member Services Tel: 01872 277151, Fax: 01872 263032 or email [claims@cornishmutual.co.uk](mailto:claims@cornishmutual.co.uk)

When corresponding with us by email please note that proof of sending an email does not mean we have received it. Please ensure that we have acknowledged receipt of your email and contact the claims department on the numbers above if an acknowledgement is not received.

# How to return this claim form

When you have completed this claim form please attach any supporting information and send it to the

Member Services,  
Cornish Mutual,  
CMA House,  
Newham Road,  
Newham,  
Truro TR1 2SU.

As soon as we receive your claim form we will start processing your claim.



**The Cornish Mutual Assurance Co Ltd**  
Registered office: CMA House, Newham Road,  
Newham, Truro TR1 2SU. [www.cornishmutual.co.uk](http://www.cornishmutual.co.uk)

**Tel** 01872 277151  
**Fax** 01872 263032  
**Email** [claims@cornishmutual.co.uk](mailto:claims@cornishmutual.co.uk)

This claim form is liable to alteration from time to time September 2010 – cancelling all previous issues.  
To help us improve our service, calls to our office may be recorded and monitored.

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