

CLAIMS PROCEDURE

- Notification:
- Ryan Motorsport **MUST** be notified within **48 hours** of an accident which may give rise to a claim. Failure to do so may result in your claim being repudiated. Please fill in an online claim form at – www.ryanmi.com/eu or email Ryan.Mone@o2-AgencySolutions.eu within the 48 hour period. If it is not possible to notify the claim as above within 48 hours, please call +45 53 76 56 59
- Accident Statement:
- Insurers require an independent statement from a course official confirming the location, date and time of the accident. This form can be downloaded at – www.ryanmi.com/eu
- Loss Adjuster:
- Your Insurers may require that the processing of your claim is overseen by an independent third party and may engage the services of a loss adjuster. This is to ensure your claim is treated effectively and fairly if there are areas of discussion.
 - All correspondence that you have which relates to your claim should be sent directly to Ryan Motorsport, unless notified otherwise.
 - A report will then be submitted by the loss adjuster for onward transmission to insurers.
- Photographs:
- You should provide photographs of all 4 sides of the damaged car taken **PRIOR** to dismantling, as well as separate photographs clearly showing the damages to the car. Supporting photographs of broken parts should also be included but above all, you **MUST** make sure the car is shown in its damaged state.
 - Photographs should be sent directly to Ryan Motorsport by email and **MUST** be sent within 10 days of the accident. Failure to send the photographs within 10 working days may result in your claim being repudiated.
- Claim Form:
- To be completed online under "Make a claim" at – www.ryanmi.com/eu
- Parts List:
- An itemised parts list from the manufacturer **MUST** be provided clearly showing the parts claimed.
- Stock Parts:
- Any part claimed from stock must be clearly identified and supported with an invoice confirming the cost of such part.
- Subcontracted Work:
- Any subcontracted work must be supported by relevant invoices and any other relevant supporting documentation.
- Disposal of Parts:
- Damaged parts should **NOT** be disposed of until you have permission to do so or until you have received final claim payment.