



NurseryCare

Claims process

We have been working with Covéa Insurance PLC, who underwrites the NurseryCare policy, to ensure a simple claims process for our customers following the COVID-19 outbreak.

Process for single-setting nursery's

We are now in a position for NurseryCare customers with single-settings to make a claim via a new online portal. If you need to make a claim, please follow the [link here](#) and fill in the details and enter the access code **Covea**.

Please note: If you have previously contacted Covéa Insurance directly and been given a claim reference please do not re-enter your details here.

The claim will be registered on behalf of Covéa Insurance PLC by Sedgwick International UK, the loss adjusters appointed by Covéa Insurance PLC.

After submission you will receive an email from Sedgwick with further details on next steps.

[Link to form](#)

Process for multi-setting nursery's

If you have multi-settings, you will be contacted within the next 10 days by Sedgwick, the loss adjusters appointed by Covéa Insurance PLC, and you do not need to do anything in the

meantime. If you need to submit a claim, there is no immediate requirement to do so as Covéa has confirmed that you are able to make a claim at any point during the period of closure.

Information needed to process your claim

It is likely that further information will be required but the detail listed below will enable Covéa to start the claim process for you as quickly as possible.

- *Policyholder Name*
- *Policyholder Address,*
- *Policyholder Email Address*
- *Policy Number*
- *Key Contact Name*
- *Key Contact Number*
- *Full/Partial Closure*

Helpful information

- *Number of Children Registered*
- *Number of Children Part Time,*
- *Number of Children Full Time*
- *Number of Children Key Worker/Vulnerable*
- *Annual Turnover*
- *Monthly Local Authority Income*
- *Monthly Wage Cost Employed Staff*
- *Monthly Wage Cost Agency Staff*