

# Heriot-Watt University

## How do I make an insurance claim?

If you experience damage, loss or harm in relation to yourself or your belongings, you may wish to make a claim for compensation against the University.

There are two ways in which you can proceed with a claim:

**Option one** - instruct a solicitor to act on your behalf.

**Option two** - If you are a student/visitor and wish to make a claim for compensation directly to the University, please complete the Public Liability Claim Form. If you are an employee please complete the Employers Liability claim form. When completing the claim form, the more information that can be provided, the easier it will be for the University and its insurers to investigate. <http://www1.hw.ac.uk/insurance/claims.html>

Please send the completed claim form to [risk@hw.ac.uk](mailto:risk@hw.ac.uk)

### Who can I contact in the University if I have any questions relating to making a claim?

There are a number of ways to contact us:

- By telephone on 0131 451 3838 (Monday to Friday from 9am until 5pm).
- In person: Our offices are located on the ground floor or the Estates Services building at the Riccarton Campus. Our full address can be found below.
- By Email to : [risk@hw.ac.uk](mailto:risk@hw.ac.uk)

### What happens next?

When we receive the completed claim form we will send an email or a letter acknowledging that we have received your claim. The University's insurers will acknowledge receipt of your claim in writing and correspond with you or your appointed solicitors directly.

**Important:** You are entitled to seek legal advice at any stage of your claim. Before appointing a solicitor however, you should check how much any legal services will cost and how they will be funded. The Citizens Advice Bureau can also provide guidance on making a public liability claim and you can visit their local office or their website for these details: <https://www.citizensadvice.org.uk/scotland/>

### Who do I send the completed form and or correspondence to?

Heriot-Watt University  
Risk and Audit Management Service  
Estates Services  
Riccarton Campus  
Edinburgh  
EH14 4AS