



First line assistance for private households

Have you suffered from damage?
In this folder you can read how Salvage will
support your needs.

Stichting

Salvage

A service provided by your insurer



Who is taking care of you?

Stichting Salvage

Stichting Salvage is an independent foundation, established by the Dutch property insurers. We provide help to people who are confronted with fire, overflow of water and / or damage from (wind)storms. Salvage is called in (or alarmed) by the Dutch fire brigade. It is a service provided by your own property insurer.

You will receive first line assistance from Salvage:

We work along the line of the 3 A's: attention, action and advice:

- in case you need any support or care for the first night;
- if immediate action can prevent further damage;
- if advice is required for further action.

Our services will last until the next working day. Then it is up to your own insurer and / or loss adjuster to handle this further. If you have no property insurance then the further actions are for your own expense.

What can we do for you?

Our emphasis is to control and limit further damages

The Salvage-coordinator will investigate what measures have to be taken in order to help you with:

- placing shields and covers around the premises;
- placing devices for air refreshment;
- placing devices for water pumping;
- organize additional security around the premises;
- facilities for gas, water or electricity on a temporary basis.

All the measures to be taken are obviously depending on the situation on site, the size of the incident and are at the discretion of the Salvage-coordinator.

Note: these are examples. Your situation may require other actions.

What can you do yourself?



Liaise with your insurer with regard to cleaning and clearing the site

Do not start cleanup- activities prior to the agreement of your insurer or the loss adjuster. Please follow their instructions. The cleaning up of soot and/or water may have serious consequences and has to be carried out by specialists. Your loss adjuster can help you with this. Make sure that the ventilation is switched off following a fire as it can spread soot.



Photograph the damage

Make a list and photograph all items that are damaged. Include a bill with the date of purchase and price.



Take your valuable belongings with you

For example; your telephone, medicines, money, jewelry, chargers, ID and toys for your children.



If possible secure the premises

Insuring that no one can enter when you have left the site. Please make sure that all (phone) chargers are unplugged.



Report the damage

Report the incident and the damages to your intermediary or insurer as soon as possible. Even if the Salvage-coordinator has already done so. Your insurer will advise whether they will engage a (organization or-) loss adjuster. If you have any questions, please make a list prior to the arrival of the loss adjuster.



Double check your loss adjuster

Always verify which company the loss adjuster is representing. It is possible that a loss adjuster will turn up, whilst he/she is not employed by your own insurance company. Never sign anything without prior consult with your intermediary office or consultant.



Consider whether you want an additional second opinion

You can also ask for advice from your own loss adjuster, in addition to the loss adjuster of your insurer. You are entitled to a counter-assessment, but this is not required. You can also discuss this with your advisor or intermediary.



Any questions?

Call our emergency center on 0031-(0)88 40 40 200 or email to info@stichtingsalvage.nl. You can also contact your own insurance company.

Important information

Eat or drink no contaminated food and do not ever use contaminated medicines

Do not eat or drink contaminated food or and do not use contaminated medicines to prevent (additional) health complaints.

Contact your general practitioner if you are not feeling well

Do you have any complaints regarding your health, after our departure? Then contact your general practitioner. Call **112** in case of emergency.

Call on animal rescue if your pets need assistance

You can reach the veterinary services on **0900 - 0245**.

Please inform your insurer from whom you received assistance

At the back of this folder you can see which Salvage-coordinator and which company have assisted. Report this to your insurance company and / or loss adjuster.

Everybody should report his/her own damage

Did the people around you also suffer from damage? For example, neighbours, your tenant or your property owner? Then they should report the damage to their own insurance company. This also applies to the property of others when damaged. Such as equipment you rent or items from customers.

Pass on your insurance details to the Salvage emergency center.

Haven't you done this yet? Please call **0031- (0)88 - 40 40 200**.

Report the damage to your landlord

Do you live in a rented property? Then report the damage to your landlord.

Keep all receipts for expenses you incur as a result of the damage

You may get a refund from your insurance company.

Keep the inventory list of items that have been stored

You will receive this list from the company that is involved. This list shows which items the company has stored and the address of the storage location.

Help concerning legal assistance or emotional help?

Go to www.slachtofferwijzer.nl. The website is translated into numerous languages.



Salvage-coordinator

Name

Reporting number

Contact us by phone at 0031-(0)88 40 40 200

Operated company

Name

Telephone number

Would you like to know more?

Visit us at www.stichtingsalvage.nl

Do you have questions about our privacy policy?

Visit www.stichtingsalvage.nl for our privacy policy to read all about your rights. If there are any questions you can send us a email at info@stichtingsalvage.nl.

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