

How to submit your claim



Step 1

Take measures to mitigate further loss/damage depending on the type and nature of incident that has occurred for example:

- Ensure the property (vehicle) is moved to the nearest safe place i.e police.
- If above is not possible ensure manned security for the property.
- Deploy fire extinguishing tool and services in cases of fire (the police fire brigade must be notified).
- Secure vandalized premises in cases of burglary to avoid exposure to further thefts.

Step 2

Notify the police.

(Cases of; Theft/Burglary/Vandalism, Fire, Motor third party claims)

Step 3

Notify us through:

- Email: info@liberty.co.ug
- Phone call: +256(0)312246500
- Letter: PO Box 22938, Kampala, Uganda

Step 4

Gather & submit required claim support documents depending on the nature and incident that has occurred.

Refer to some below:

- Executed claim form.
- Incident report/statement
- Photos/Videos in case of property loss/damage
- Repair/replacement quotation for property (including motor vehicles) loss/damage.
- Logbook, Driver's license for Motor claims.

Step 5

We will provide the discharge voucher when the claim is validated.