

ERS Motor Insurance Claims Procedure



What to do if you have an accident

- Call ERS as soon as possible using the helpline numbers (below)
- Provide any third party with details of your insurance with ERS (Policyholder's name and policy number)
- Take photographs of any damage to the vehicles involved
- Make a note of the number of occupants in any third party vehicle(s)

Claims helpline – 0345 609 1235 (24 hour)

Call this number if you need to report an accident, fire or theft claim. ERS operate an approved repairer scheme so they can allocate/instruct a repairer on your behalf. If you wish to utilise your own repairer, ERS will request an estimate and images of the vehicle/damage. Their Internal Engineers will look to agree and authorise repair.

You can also notify claims by e-mail to AGRICULTUREFNOL@ERS.COM

Please do not use claims@ers.com for new claims

Windscreen helpline – 0345 602 3378 (24 hour)

Call this number if you want to report a windscreen claim

Claims Correspondence

If you wish to discuss an ongoing claim, you can contact the claims department in the following ways:
E-mail – claims@ers.com (please ensure the subject line of the e-mail contains only the claims reference number and no other text).

Telephone – 0344 561 0838

Claims Personnel

You can also contact the following Team Leaders or the Manager at ERS.

Nicola Rusling
E-mail – nicola.rusling@ers.com
Telephone – 01792 761892

Mark Thompson
E-mail – mark.thompson@ers.com
Telephone – 01792 761982

Dai Llewellyn
AD Operations Manager
E-mail – dai.llewellyn@ers.com
Telephone – 01792 761636