

WHAT IN CASE OF A HEAVY FIRE?

If you are the victim of a heavy fire, you probably have many questions. And many administrative duties need to be fulfilled. To help you we already put some guidelines together.

Who to contact?

Try to contact us as soon as possible. We do what is necessary to get on site as soon as possible to assist you and help you with a number of issues.

You can always call 24 hours a day the KBC's support center (tel. 0800 964 64). There is always an expert available who, if necessary, will come to the site for the first findings and can also already help with some issues .

What if your home is uninhabitable?

Your policy provides compensation for temporary, alternate housing. The first few days you may go for example to a hotel until you find another solution. Afterwards, the time limit shall be determined of the temporary disabling of your house or apartment and you will get a compensation.

Can you move objects, cleaning or changing?

Always discuss this with us. Damages must always be proven. Make as many pictures.

What if you need to make urgent payments?

We make sure that as soon as possible a KBC expert stops by and he will pay an advance. Gradually, it is possible that we ask KBC for another deposit, if this proves necessary.

Can you choose an expert to assist you?

You may appeal to a private expert to assist you. With a heavy fire it is even appropriate, they will help and assist in the assessment of damages and its defense towards the insurance company.

Keep an eye on ! You will be contacted immediately after the fire by several private experts promising you different things. However we ask you to discuss their proposals

with us before engaging with any private expert. We can, through our years of experience help you make the right choice. Indeed, it is important that you be assisted by the right people.

What if your neighbor has suffered damage?

He should always report this to his own fire insurance.