



The damage is done – what do I do now?

This check list will help you in making and settling your claim as quickly and as simply as possible.

1st step

Please fill in the attached notification of damages form completely and truthfully. Make sure to enclose a copy of your insurance certificate. This is the only way to ensure that the claim is processed immediately. If you do not have a notification of damages form, please call our Solarwatt Service Hotline at 0208-7006-4444 or send us an e-mail to solarwatt-schaden@aon.de.

2nd step

Send as soon as possible

- a costs estimate for determining both the scope of the loss, the loss amount and the costs for re-instatement, short-termed
- a detailed report of the fitter
- photos of the damage (if possible)
- a copy of the police report in the case of damages due to theft or vandalism
- a copy of the insurance certificate

to the following address:

Aon Versicherungsmakler Deutschland GmbH
Postfach 10 09 55
D - 45409 Mülheim
E-mail: solarwatt-schaden@aon.de

If you have any further queries, you can call us at +49 208 7006 4444 from 09.00 to 17.00 hrs.

3rd step

Provided that all documents are complete we will examine the loss as quickly as possible.

In individual cases it may become necessary that the damage has to be inspected by an expert (generally damages amounting to more than 5.000 EUR). Therefore, please keep the damaged parts until the claim has been finally settled. We will contact you shortly to agree an inspection date.

4rd step

When all documents have been submitted and the claim has been finally examined, the compensation payment will be transferred to the named account. Provided that an insurance certificate was deposited by you at the lessor/creditor, a payment to your account is only possible with the agreement of the lessor/creditor. This release will be arranged by us.