

How to declare a claim?

If you are the victim of a claim covered by your car insurance, your home insurance, your family insurance or your insurance (KBC or Europe Assistance) you need as soon as possible to report this to your insurance agent.

Declare the damage:

- Through your insurance agent {SMEYS}: +32 16 44 45 94
Car accident: Maarten Goorts: +32 479 33 93 31
Other damage: Ronny Barnhoorn : +32 471 59 22 56
- Through KBC 24+: 0800 964 64 (Belgium) or +32 16 24 24 24 (abroad)
- Through KBC Assist (App for smartphone)

Provide your contact person with:

- The completed and signed European Accident Statement (EAF)
- The number of the police report (N° de Procès-Verbal)
- A copy of the statement to the police
- All the evidence that could prove the damage.

With injuries:

- Consult a doctor.
- If you did not go to the emergency make an appointment with your doctor.
- Keep the medical certificates, make a copy of all receipts of doctors and pharmacists, keep record of all expenses.
- If the accident occurred on the way to work, tell your employer.

In case of a summons to appear before the police court

Send us:

- A copy of the summons
- The name and address of your lawyer, if you already know which lawyer to appeal
- A copy of the proof of the infringement, sent by mail after the offense.