



Before, during, and after a flood





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A flood can be a stressful time, but with preparation, the process can be much smoother should the water reach your customers property.



Before a flood

- Follow the advice of emergency services, and if told to evacuate, do so immediately.
- Try to avoid floodwater, as it may be deeper and more hazardous than it appears.
- If you come into contact with floodwater, wash and disinfect your hands afterward.
- Sign up for government flood warnings if you live in a flood-prone area.
- Prepare an emergency kit with essentials such as waterproof clothes, non-perishable food, bottled water, medication, and a battery-powered radio. Consider adding a fully charged portable charger for your mobile.



Protecting Your Property:

- Close flood gates and use sandbags to prevent water from entering your property if it's safe to do so.
- Move vulnerable items upstairs, store important documents and family photos in high places, and plug sinks and baths while weighing them down.
- Unplug electrical devices and turn off gas, electricity, and water before leaving your property.



After a Flood:

- Ensure it's safe to return before doing so.
- Do not use gas or electrical supplies until they have been checked.



Making a Claim:

- Check your policy documents to understand what you're covered for.
- For AXA Claims you or the customer can log online at a time that suits you or call us.



By providing your customers with a clear understanding of what to do in a flood situation, you can help them stay informed and take necessary precautions during such events.