
Sample 2: Delay

[Write date here]
Insurance company
Address

Dear Sir/Madam,
Re: Home and/or contents insurance claim
Policy number:

I refer to the claim I made on ___/ ___/ ___ (by telephone/in writing). To date, I have not received a reply.

Part 8 of the General Insurance Code of Practice requires that you respond in 10 business days.

I seek a decision on my claim, or a detailed statement of any further information required to decide the claim and an indication of the time it will take to decide.

I look forward to your urgent response in writing.

Yours faithfully,

[Full name]
[Insert your contact details]