

Intact Insurance Claims Team.

Your dedicated claims team is ready to help.



First Notification of Loss



How to report a private motor and home claim, digitally, as a broker or customer.

This launch is one step in our broader plan to make claims faster and more supportive across the insurance journey.

Customers reporting a claim can visit intactinsurance.ie/claims to get started.

Digital First Notification of Loss (FNOL) Journey for Private Motor and Home Customers

To live up to our commitment of being easy to do business with, our new digital claims service lets Private Motor and Home customers report incidents online through a guided journey, anytime and anywhere.



Customer Benefits

- Report incidents anytime, anywhere via a guided digital journey
- Faster triage and clearer next steps through structured data capture
- Upload documents, dash-cam footage, and other supporting files
- Receive automated confirmation with claim reference and next steps



Broker Benefits

- Improved triage and faster next steps thanks to structured data capture
- A more efficient claims lifecycle for your customers
- Less time spent managing claims on their behalf
- Greater customer satisfaction through a modern, self-serve experience

Contact us.

Your dedicated **claims team.**

Call or email us to get help with your claim.

Motor

Digital First Notification of Loss (FNOL) Journey for Private Motor customers.

+353 (1) 290 1000

fnolmotor@intactinsurance.ie



Register Private Motor claims

Motor FNOL Team Lead

orla.keane@intactinsurance.ie

Home

Fast, simple claims support for Private Home policies.

+353 (1) 290 1929

homeclaims@intactinsurance.ie



Register home claims

Commercial Property

Expert claims guidance for Brokers and commercial clients.

+353 (1) 290 1818

commercial.claims@intactinsurance.ie

Property Team Lead

david.conlon1@intactinsurance.ie

24/7 emergency helplines.

When it matters, we are already moving.

Breakdown Assist

AA roadside assistance provides a 24-hour emergency breakdown assistance service.

+353 (1) 832 8358

customerservice@theaa.ie

Windscreen Repair

We provide clear visibility and peace of mind to Policyholders through our recommended repairer Autoglass.

+353 (1) 460 6900

customer.services@autoglass.ie

Home Emergency Helpline

Nationwide 24-hour emergency helpline service provides around the clock protection.

+353 (1) 832 8757

homeclaims@intactinsurance.ie



We're here to help.

Your dedicated **claims team.**

Call or email us to get help with your claim.

First-Party Motor

Fast, reliable support for damage to the policyholder's vehicle.

+353 (1) 290 1926

motorclaims@intactinsurance.ie



Register Private Motor claims

Customer-First Motor Claims Team Lead

aine.power@intactinsurance.ie

Third-Party Motor

Professional support for all Third-Party Motor damage claims.

+353 (1) 290 1999

motorclaims@intactinsurance.ie



Register Private Motor claims

Third-Party Motor Damage Team Manager

corinne.barber@intactinsurance.ie

Motor Fleet

Professional support for all Motor & Fleet damage claims.

+353 (91) 774 800

ie_gc6@intactinsurance.ie

Motor Fleet Team Lead

catherine.oloughlin@intactinsurance.ie

Motor Injury Claims

+353(1) 290 1762

ie_gc5@intactinsurance.ie

Motor Injury Team Manager

emmett.larkin@intactinsurance.ie

Liability claims, including employer, products and public liability.

Liability Claims

From simple to complex claims and everything in between.

+353 (1) 903 9706

ie_liabilityclaims4@intactinsurance.ie

Litigation

Expert management of claims in legal proceedings.

+353 (1) 290 1801

ie_liabilityclaims2@intactinsurance.ie

Liability & Litigation Team Manager

patricia.oneill@intactinsurance.ie

Special Investigation

You can report an issue in confidence and we are always on hand to address your concerns.

+353 (1) 290 1929

ie_lc8@intactinsurance.ie

We're here to help.

Your dedicated **claims team**.

Specialist and Complex Claims

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Cert. CII

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Key initiatives and claims capabilities

01 Service

Best in Class service focused on empathy, clarity and resolution.

02 Advocacy

Our goal is that 3 out of 4 of our customers are our advocates.

03 Capabilities

Ongoing capability build and technical development of handlers enabling them to better support Brokers and customers.

04 Digitalisation

Incremental digitalisation of the claims journey delivering a richer experience for both customers and Claims handlers.

05 Data

Enhancing our data analytics to provide more insight to spot trends and manage better outcomes.

06 Fraud

Maintaining a strong fraud awareness across all areas of our business with continuous improvement of process and technology to support to support investigations.

Contact us.

Intact Insurance Ireland **Claims Team.**

Claims Management Team

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Cert. CII

Head of Northern Ireland Claims

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Intact Insurance brings broad experience across Commercial and Personal line portfolios, giving Brokers confidence that every claim is supported by strong market understanding. Our teams apply deep technical expertise ensuring decisions are consistent and grounded in sound judgement. Claims handlers work closely with underwriting teams so technical insight translates into faster, clearer outcomes for customers. This expertise is matched by a commitment to being easy to do business with, reflected in straightforward processes and responsive communication. This combination of breadth, expertise and simplicity helps deliver a claims experience that supports customers when it matters most.



Contact us.

Your dedicated **service team.**

Weather warnings and Claims support.

Stay informed

Access real-time alerts and claims assistance when it matters most.



Met Éireann warnings



OPW flood maps



ESB power outage map

Be prepared

Stay informed and protected with our official claims mitigations practices and our home protective tips.



Plan, prepare, protect



Home protection tips

Contact us

Our claims team is here to support you and your customers.



Register private motor claims



Register home claims



Contact us
so we can help
you make it
easier to do
business.

Contact our claims team

(01) 290 1000

Questions about Intact Insurance?

Speak to your Intact Insurance representative.

Visit **intactinsurance.ie**

Recognised as a **2025 Mercer Best Employer.**

Intact Insurance is a registered business name of Intact Insurance Ireland Designated Activity Company (DAC). Intact Insurance Ireland DAC trading as Intact Insurance is regulated by the Central Bank of Ireland and is a private company limited by shares registered in Ireland under number 148094 with registered office at Intact House, Dundrum Town Centre, Sandyford Road, Dundrum, Dublin 16, D16 FC92.

