

CLAIMS PROCESS

- 1) CASE RECEIVED VIA EMAIL FROM CLUB
- 2) STANDARD EMAIL RESPONSE INCLUDING CASE NUMBER TO CLUB
- 3) CASE REVIEWED AND ANY ADDITIONAL INFORMATION REQUESTED
- 4) CASE ACCEPTED OR REJECTED (just 3% reject rate in 25/26 season)
- 5) PAYMENT RAISED
- 6) CONFIRMATION OF PAYMENT SENT TO CLUB WHEN RELEASED FROM FUND ACCOUNT

IF ALL DOCUMENTS ARE PROVIDED WITH THE INITIAL CLAIM FORM, THE PAYMENT CAN BE MADE AS QUICKLY AS WITHIN 48 HOURS