

Contact points

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Big enough to deliver, small enough to care™

Sales and account management

Accounts

Groupama House
60 Spring Gardens
Manchester
M60 1HU.

Phone: 0161 834 9888

Fax: 0161 834 7873

Please refer to your monthly Statement of Account for your personal account handler and their direct contact number

Schemes and Nationals Unit: 0161 830 1338

High Street Unit: 0161 830 1336 and 0161 830 1337

Credit Premium Unit: 0161 830 1301

Agency

Groupama House
60 Spring Gardens
Manchester
M60 1HU.

Phone: 0161 834 1340

Fax: 0161 834 7873

Email: agencyteam@groupama.co.uk

Lynne Hague Head of Agency
Samantha Toland Agency Administrator

Sales and account management

We have divided the UK into regional areas and have a team of key account managers who manage each area. If you would like to speak to the key account manager in your area or discuss developing your account with us please contact Lynne Hague, our Head of Agency, who will arrange for the relevant person to contact you.

Stationery

Phone: 020 8665 7222

Answerphone: 020 8665 7030

Fax: 020 8665 1807

Stationery can also be ordered from our website
www.groupama.co.uk/intermediaries

Our offices



Area	Telephone	Fax
London		
Head office 6th Floor One America Square 17 Crosswall London EC3N 2LB	0870 850 8510	020 7264 2862
Manchester		
Underwriting and Operations Centre Groupama House 60 Spring Gardens Manchester M60 1HU.		
Motor	0161 834 9888	0161 839 6974
Household	0161 834 9888	0161 839 7616
Broker Trading Team	0161 830 1345	0161 834 7305
Commercial SME	0870 850 0123	0870 850 0885
Fleet Underwriting	0161 830 1302	0161 834 7305
Agency Administration	0161 830 1340	0161 834 7873
Accounts and Credit Services	0161 834 9888	0161 834 7873
Portsmouth		
Personal Insurance Claims Centre 1 Port Way Port Solent Portsmouth Hampshire PO6 4TY.		
Motor claims	0870 240 1895	0870 850 0406
Household claims	0870 241 2719	0870 241 0911
Borehamwood		
Commercial Insurance Claims Centre Third Floor, Building One Elstree Way Borehamwood Hertfordshire WD6 1JN.		
SME and fleet claims	0870 600 2123	0870 600 2102
Croydon		
IT Centre 28 Dingwall Rd Croydon CRO 2DE.	0870 850 4700	020 8256 4999
Printing and Broker Supplies Swan Court 110 Gloucester Rd Croydon CRO 2DE.	020 8665 7222	020 8665 1807
Answerphone	020 8665 7030	



Insurances

Motor and household

Underwriting and Operations Centre

Groupama House
60 Spring Gardens
Manchester
M60 1HU.

Motor underwriting

Phone: 0161 834 9888
Fax: 0161 834 9143 or 0161 839 7617
Email: motoradmin@groupama.co.uk

Household underwriting

Phone: 0161 834 9888
Fax: 0161 834 9143 or 0161 839 7616
Email: householdadmin@groupama.co.uk

Cover note book enquiries

Phone: 0161 830 1361
Fax: 0161 834 9143
Email: motoradmin@groupama.co.uk

Electronic trading queries

Phone: 0161 830 1335
Fax: 0161 839 9143 or 0161 839 7617
Email: electronictrading@groupama.co.uk

Key personnel

Kathy Curran	Personal Lines Service Manager	0161 830 1330
Matthew Taylor	Personal Lines Customer Services Unit Manager	0161 834 9888
Andrea Teat	Technical and Non Standard Unit Manager	0161 830 1360
Brenda Rickards	Electronic Trading Unit Manager	0161 830 1355
Patricia Pass	Admin Support Team Leader	0161 830 1361

Personal accident

6th Floor
One America Square
17 Crosswall
London
EC3N 2LB

Personal accident underwriting

Phone: 0870 241 6182
Fax: 0870 850 2773
Email: pa&travel.underwriting@groupama.co.uk

Key personnel

Neil Thunström	Head of PA and Travel
Maria Wheatley	PA Team Leader

Underwriting



Commercial

Underwriting and Operations Centre

Groupama House
60 Spring Gardens
Manchester
M60 1HU.

Extranet business - Broker Trading Team

For online quotes log onto our extranet Optima Online at <https://groupama.co.uk/intermediaries>

If you have any queries on extranet enquiries please contact our Broker Trading Team on the number below:

Phone: 0161 830 1345

Email: brokertradingteam@groupama.co.uk

Commercial new business

Phone: 0870 850 0123

Fax: 0161 834 7305

Email: sme@groupama.co.uk

Commercial existing business

Phone: 0870 850 0123

Fax: 0870 850 0885

Email: sme@groupama.co.uk

Key personnel

Anita Fenna Head of Broker Trading Team

Liz Brennan Commercial Lines Development Manager

Lesley Adcock Commercial Lines Service Manager

Fleet

Underwriting and Operations Centre

Groupama House
60 Spring Gardens
Manchester
M60 1HU.

Fleet new business

Phone: 0161 830 1302

Fax: 0161 834 7305

Email: fleet@groupama.co.uk

Fleet existing business

Phone: 0161 830 1302

Fax: 0161 834 7305

Email: sme@groupama.co.uk



Insurances

Claims



Commercial and fleet

Commercial Insurance Claims Centre

Third Floor Building One
Imperial Palace
Elstree Way
Borehamwood
WD6 1JN.

SME and fleet claims

Phone: 0870 600 2123
Fax: 0870 600 2102
Email: smeclaims@groupama.co.uk
fleetclaims@groupama.co.uk

Key personnel

Daryn Hughes	Claims Centre Manager
Karl Parr	Technical Manager
Karen Hume	Fast Track Claims Services Team Leader
Nick Souras	Commodity PI Claims Services Team Leader
Anne Wallace	Facilities Claims Services Team Leader
Jon Mackley	SME / Run off Claims Services Team Leader

Motor and household

Personal Insurance Claims Centre

1 Port Way, Port Solent
Portsmouth
Hampshire
PO6 4TY.

New motor claims

Phone: 0870 240 1895
Fax: 0870 850 0406
Email: claims@groupama.co.uk

Windscreen claims

Phone: 0800 854 454

Existing non fault motor claims

Phone: 0870 240 3650
Fax: 0870 850 0406
Email: claims@groupama.co.uk

Existing fault and disputed motor claims

Phone: 0870 241 2974
Fax: 0870 850 0406
Email: claims@groupama.co.uk

Existing personal injury claims / fraud and investigation

Phone: 0870 240 1895
Fax: 0870 850 0405
Email: claims@groupama.co.uk



Insurances

New household claims

Phone: 0870 241 2719 or 0870 240 3093

Fax: 0870 241 0911

Email: homeclaims@groupama.co.uk

Existing household claims

Phone: 0870 241 0903

Fax: 0870 241 0911

Email: homeclaims@groupama.co.uk

Key personnel

Nicola Browell Claims Centre Manager

Neil Joslin Claims Technical Manager

Heidi Logie Motor Claims Service Manager

Mark Browne Claims Service Manager

Andy Lomas Household Claims Service Manager

Jackie Swanborough Customer Relations Officer

Cheryl Hall Customer Relations Officer

Marie Teeling Customer Relations Officer

Personal accident

The Nexus Building
Broadway
Letchworth Garden City
SG6 3TE

PA claims

Phone: 0333 633 9008

Fax: 0333 633 9009

Email: paclaims@groupama.co.uk

Key personnel

Jane Gainsford PA Claims Team Leader

Sales and account management



We have a team of Key Account Managers throughout the UK. If you would like to speak to one of the team, please contact them using the details below:

Key account managers

Paul Wintersgill South East	07739 615362	paul.wintersgill@groupama.co.uk
Louise Welsh North East	07918 615177	louise.welsh@groupama.co.uk
Martin Cleary North West	07918 741390	martin.cleary@groupama.co.uk
Paul Cavanagh National and South West	07918 652233	paul.cavanagh@groupama.co.uk
Neil Harrall National and London City	07884 260792	neil.harrall@groupama.co.uk
Paul Cousans West Midlands	07918 652168	paul.cousans@groupama.co.uk
Jason Mattless East Midlands and East Anglia	07740 342607	jason.mattless@groupama.co.uk

Commercial

Key personnel

Allison Andrews - Head of Commercial Distribution

07714 697101 allison.andrews@groupama.co.uk



Insurances