

FOR USE BY INSURANCE COMPANIES ONLY

Requests from Insurers and Loss Adjusters will only be considered by the police if they comply with the ACPO (now NPCC) / ABI Memorandum of Understanding (MoU) framework and if requests are made by or on behalf of current ABI Members.

A copy of the memorandum is available: [here](#)

Members list is available on ABI website: [here](#)

Protocol:

- Insurance companies can request information for insurance purposes and the company must be registered with the Association of British Insurers (ABI) or is an appointed agent for a company which are registered
- Requests should be made in accordance with the criteria detailed within the MoU
- The request must be made using the appropriate Appendix form as specified in the MoU:-

Appendix D (a) is used to obtain confirmation of the information regarding lost property, crime reference numbers, date/time when offence was reported, details of persons involved. The charge for this is £27.80 per hour.

Appendix D (b) is used when the insurer requires additional information to the above and the consent form should be supplied. The charge for this is £120.20.

Appendix E is used to request information held by police where there is evidence to suspect a fraudulent insurance claim under Section 5. There is no charge for requests made under this section.

- The Application form should be completed and sent with all required documentation and payment (cheques to be made payable to SURREY POLICE) to:-

Information Access Team
Surrey Police
PO Box 101
Guildford
Surrey Police
GU1 9PE