

Launching the children's funeral fund service in 6 weeks

Adam Silver

Interaction Designer

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1. Background
2. Process
3. Iteration

**Help pay for the
cost of a child's
funeral**

A child is someone under 18 or a baby stillborn after the 24th week of pregnancy

The burial or cremation must take place in England

The service is not means tested.

The scheme covers:

- burial and cremation fees
- coffins, urns (and other bits)

Users include:

- Citizens
- Funeral directors
- Burial or cremation authorities



- Fixed deadline of 23 July 2019
- Policy was still being worked on

**We had to make
tradeoffs**

1. No research with end users
2. No service assessment

**Do our best within
the limitations we
face on the job**

**Make good things
fast**

- Desk research
- Journey mapping
- Question protocol mapping
- Form Builder
- Prototyping in shorthand
- Ask the community for help

Desk research

Info online re. child and/or 'DIY' funerals

Work in government

DWP's 'Capture information about a death'

<https://dwpdigital.blog.gov.uk/2019/06/03/how-model-office-testing-is-helping-our-bereavement-service/>

Support when a child dies

Child Bereavement

<https://www.childbereavementuk.org/>

The Compassionate Friends

<https://www.tcf.org.uk/>

Child Death Helpline

<http://childdeathhelpline.org.uk/>

Stillbirth and Neonatal Death Charity

<https://www.sands.org.uk/>

Rosie Crane Trust

<http://www.rosiecranetrust.org/>

Bliss

<https://www.bliss.org.uk/parents/coping-with-loss/bereavement>

Personal stories

Amanda's experience of organising the funeral of her 21 year old son

<https://quakersocialaction.org.uk/taking-social-action/news/amandas-journey-one-mothers-b>



What to do when someone dies: step by step

Check what to do after a death - how to register the death, notify government departments and manage financial issues.

[Show all](#)

1

Register the death

[Show](#)

2

Arrange the funeral

[Show](#)

3

Tell government about the death

[Show](#)

4

Check if you can get bereavement benefits

[Show](#)

and

Deal with your own benefits, pension and taxes

[Show](#)

[Home](#) > [Taking Social Action](#) > [News](#)

Amanda's journey: one mother's battle to pay for her son's funeral

The Guardian has today released a film covering the harrowing journey of Amanda as she tries to arrange her son Rahim's funeral.

Amanda sought advice from Quaker Social Action's Down to Earth funeral support service and bravely agreed to share her story on film, along with her son's girlfriend, Chelsea.



SUPPORT US

Every stand we take against poverty is made possible by you

DONATE >



RELATED STORIES

FUNERAL POVERTY

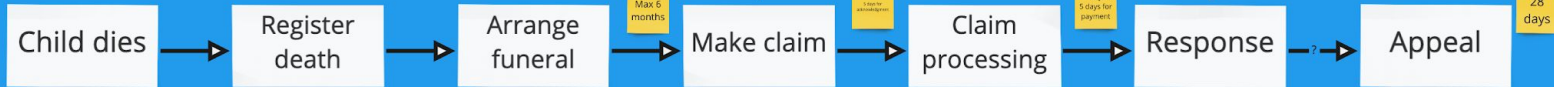
QSA 2019
fundraising
appeal

**Design is a team
sport**

Journey mapping

Responsible person

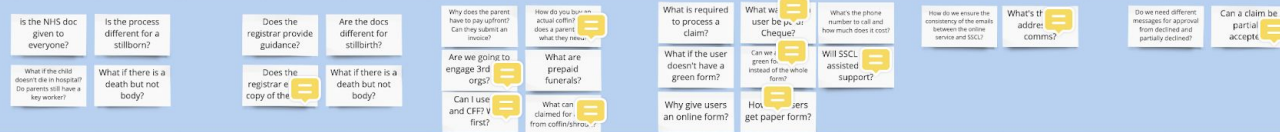
Stages



Content



Questions



Activities



People

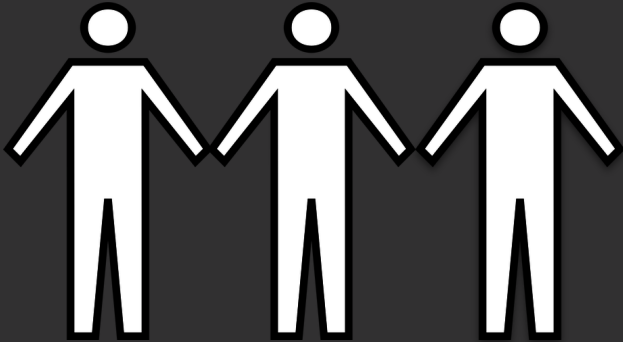


Documents



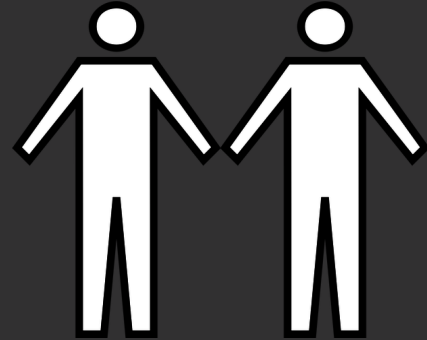
Question protocol mapping

User:
I don't want to be
doing this



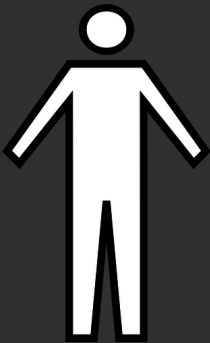
Delivery team

Caseworker:
I need to process
claims quickly



Operations team

‘Why do you want to ask for this?’



‘To quickly make sure the claim is valid’



Child Funeral Fund Question Protocol Map version 1

File Edit View Insert Format Data Tools Add-ons Help All changes saved in Drive

120% £ % .0_ .00 123 Default (Ari... 10 B I S A

	A	B	C	D	E
1	Data	Needed	Why are we asking for this	What will we do with it	
2	Name of claimant	Yes	To address the person and verify the claim		
3	Email address	Yes			
4	Address		To process payment To communicate if they choose postal comms		
5	Green form		Check the claim is legit		
6	Receipts		Check the claim is legit		
7	Bank details	Optional	To get paid	Put it into payment system	
8					
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26					
27					

Sheet1

Know why you're asking every question

Before you start, make a list of all the information you need from your users.

- Only add a question if you know:
- that you need the information to deliver the service
 - why you need the information
 - what you'll do with it
 - which users need to give you the information
 - how you'll check the information is accurate
 - how to keep the information up to date and secure

This list is called a 'question protocol' - it's different from the form itself because it's about how you'll use the answers.

A question protocol forces you (and your organisation) to question why you're asking users for each item of information. It gives you a way of challenging and pushing back against unnecessary questions if you need to.

Once you've worked out what you need to ask, you can start thinking about [how to ask the questions](#).

Design for the most common scenarios first

Category		A	B	C	D	E	F	G	H	I			J	K	
	Category	Data	ref. to tech guidance	When is it required? (if conditional)	Why is it required?	How will it be used?	Level of importance	Relevant formats							
1			https://drive.google.com/file/d/4ux4sMU...												
2								Mandatory - can't process a	Digital PDF	Description			Pros	Cons	Description
3								Should have - e.g. need to m	Both						
4	Claimant	Name of responsible person	1.6		Only the 'responsible person' (with contractual liability with the provider of the item) can claim for the cost.	We'll address the user by email, post or phone.	Mandatory	Both	Question on form: Your full name	Easy for user to enter.				Casework looks for in the provide	
5		Email address	N/A	If user uses digital form (or indicates preference for email on PDF form)	To notify user when claim received and the outcome	We'll send updates about their claim	Mandatory (when condition met)	Both	Question on form: Your email address						
6		Home address	N/A		To process payment. To notify user when claim received and the outcome (if they've selected communication by post).	We'll enter this into the payment system and send post	Mandatory	Both	Question on form: What's your home address?						
7		Phone number	N/A		In the event of a query about the claim, it enables the caseworker to contact the claimant and quickly resolve the query.	We'll call the claimant in some circumstances	Could have	PDF	Question on form: Your telephone number						
8		Whether the responsible person wants communication by email or in writing.	3.4, 3.6	If user is completing the PDF form. (If user completes the digital form, response will be by email).	To allow the user to select their preferred method of contact.			PDF	Question on form: How would you like to be updated about your claim? [] Email [] Post						
9		Family name	N/A		Part of the way of ensuring the claim is unique. Given name could also be optional.	Will be provided to the burial authority (and potentially the registrar) to pull up the record	Mandatory	Both	Question on form: What's the family name of the child?						
		Whether child was under 18	1.8	If the child lived, and died before their 18th	To ensure eligibility criteria are met	We'll use the dates to check eligibility.	Mandatory (when condition met)	Both	Questions on form: Date of child's death	Can match dates with other records (e.g. cremation/interment)			User ac confirm form (o		

**Caseworkers need
proof that the
funeral took place**

Register



Funeral



Claim



Citizen

Unless this document is delivered intact to the person mentioned overleaf, this document is void.

PART B **DISEASE** **365426**
Births and Deaths Registration Act 1953, S. 24(1)

CERTIFICATE FOR BURIAL OR CREMATION (Issued after registration)
 I, the undersigned registrar, do hereby certify that the death of

Issue Subsectors **SPRINGER**

aged 55 yrs who died on 28th December 1996,
 at Beulah Royal Infirmary, Beulah

has been duly registered by me at Entry No. 195

Witness my hand this 20th day of December 1996
 (Registrar of Births and Deaths)

Registration District Beulah Sub-district Beulah

CERTIFICATE FOR BURIAL (Issued before registration)
 (This Certificate is not available for purposes of cremation)
 I, the undersigned registrar, do hereby certify that the death of

aged yrs who died on day of 19
 at has been duly notified to me

Witness my hand this day of 19
 (Registrar of Births and Deaths)

Registration District Sub-district

NOTICE.—It is prohibited to issue this form of Register and when the form is issued, the registrar must be given the opportunity of inspecting the original of the document on which the entry is based, and if the Registrar is not satisfied with the accuracy of the information on which the entry is based, he may refuse to register the death, or may register the death subject to such conditions as he may think fit to impose. It is also prohibited to issue this form of Register and when the form is issued, the registrar must be given the opportunity of inspecting the original of the document on which the entry is based, and if the Registrar is not satisfied with the accuracy of the information on which the entry is based, he may refuse to register the death, or may register the death subject to such conditions as he may think fit to impose.



Burial authority

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‘What would a caseworker do without it?’

Call up the burial/cremation authority

‘What would they need from you?’

Child’s name and date of funeral

What's the child's name?

First name (if applicable)

Family name

Continue

▶ [Contact the claims team for help](#)

Date of funeral

For example, 12 11 2007. Claims must be submitted within 6 months of this date

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

Continue

▶ [Contact the claims team for help](#)

**Engage policy and
operations early
and often**

Form builder

**Most form builders
help developers
build forms quickly
through config**

**The MOJ Form
Builder lets anyone
build and publish
actual services**

Page flow

GOV.UK Claim for costs of a child's funeral

Claim for costs of a child's funeral

Use this service if you've paid directly for specific expenses in a child's funeral without using a funeral director.

If you need a funeral director, you do not need to claim. There is a different [claim](#) to access for funeral directors and burial and cremation providers.

[Start >](#)

Eligibility

You can make a claim to the Children's Funeral Fund for England if:

- the child who died was under the age of 18 or was stillborn after 24 weeks of pregnancy
- the burial or cremation took place in England on or after 23 July 2019
- you paid funeral expenses listed below directly to the provider (you did not use a funeral director).

Expenses you can claim for are:

- up to £300 towards a coffin, shroud, casket or other covering
- removal of implanted medical devices for a cremation
- completion of necessary cremation certificate
- a container for storing ashes in a columbarium or similar (if the one returned to you is available for this)
- fees charged by a third-party grave digger (where these are not claimed by the burial or cremation provider)

If you have other funeral expenses, you might be able to apply for [Funeral Expenses Payment](#) to cover them. You or your partner must be getting certain benefits.

Making your claim

You must submit your claim within 6 months of the date of the child's funeral.

You'll need:

- information about the child who died
- proof of payment (receipts) for any of the expenses listed
- your bank or building society account details, if you have one

It'll take about 10 minutes to submit your claim. Make sure you have everything you need as you cannot save and come back later.

If you need help making your claim you can call freephone 0800 190 1759 (outside UK +44 9533 620900) or email cfcc@scs.gov.uk. You can also request a PDF claim form.

[Edit page](#) [Preview](#)

[Step settings](#)

URL /

GOV.UK Claim for costs of a child's funeral

Your full name

[Continue](#)

[Contact the claims team for help](#)

[Edit page](#) [Preview](#)

URL /full-name

GOV.UK

Your email address

[Continue](#)

[Contact the claims team for help](#)

[Edit page](#)

URL /email-address

Optional - Section heading

Your full name

Optional - Hint text

[Continue](#)

[Contact the claims team for help](#)

xxx

[Add component](#)

Add page

as a step of

- Claim for costs of a child's funeral (main page)
 - Do you have receipts for the coffin, shroud, casket or other covering?
 - Do you have receipts for the completion of cremation certificate?
 - Child's date of birth
 - Do you have receipts for the fees charged by a third-party grave digger?
 - Do you have receipts for the removal of implanted medical devices for a cremation?
 - Do you have receipts for a container for storing ashes in a columbarium or similar?
 - What are you claiming for?
- or
- as a standalone page

[Add page](#)

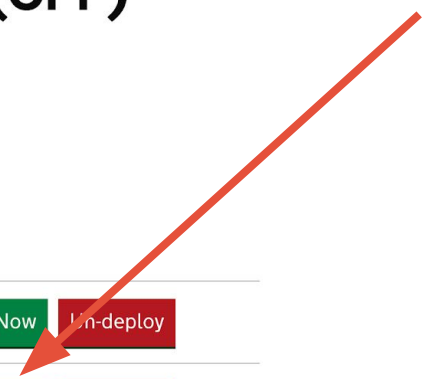
BETA This is a new service - your [feedback](#) will help improve it

Claim for costs of a childs funeral (CFF)

- Status
- Config Params
- Permissions
- Deployments

Latest deployments for each environment

Environment	Commit	Completed At	Status	Actions
Development	7189d19	Thu, 06 Feb 2020 13:55:08 +0000	Completed	History Deploy Now Un-deploy
Production	7189d19	Fri, 07 Feb 2020 09:52:43 +0000	Completed	History Deploy Now Un-deploy



BETA This is a new service – your [feedback](#) will help us to improve it.

Claim for costs of a child's funeral

Use this service if you've paid directly for specific expenses in a child's funeral without using a funeral director.

If you used a funeral director, you do not need to claim. There's a [different claims process](#) for funeral directors and burial and cremation providers.

Start >

Eligibility

You can make a claim to the Children's Funeral Fund for England if:

- the child who died was under the age of 18 or was stillborn after 24 weeks of pregnancy
- the burial or cremation took place in England on or after 23 July 2019
- you paid funeral expenses listed below directly to the provider (you did not use a funeral director)

Expenses you can claim for are:

Prototyping in shorthand

- Write down some notes
- Sketch stuff on paper
- GOV.UK prototype kit

Prototyping in shorthand

As mentioned in my last [discovery notes](#) I like to write up pages in a shorthand method.

This isn't something that only I do.

When I was helping out in services week for “formapalooza” [Ralph Hawkins](#) spoke about the format he used in Google docs to write pages.

The format follows the shapes of interface elements using:

Radio buttons ()

Checkboxes []

Input fields []

Buttons [Continue]

I do this too. But I like to add a few markdown elements as well, so #'s for headings. So:

Heading one

Heading two

Heading three

What's the family name of the child?

[-----]

Is this claim about a baby who was stillborn?

A stillbirth means after 24 weeks of pregnancy

Yes

No

If yes

Date of stillbirth

For example, 12 11 2007

[-][-][-]

If no

Child's date of birth

For example, 12 11 2007

[-][-][-]

Date of child's death

For example, 12 11 2007

[-][-][-]

Date of funeral

For example, 12 11 2007. Claims must be submitted within 6 months of this date

[-][-][-]



Adam Silver
13:22 Today

Resolve



Do we really need to ask this?



**Get help from the
community**

UK Governmen... | Adam Silver (DfE)

Jump to...

All unread

Threads

Apps

Channels

- # accessibility
- # admin-interfaces
- # announcements
- # chat
- # content
- # design
- # design-system-content
- # frontend
- # govuk-design-system
- # govuk-pay
- # hiring
- # moj-design-system
- # prototype-kit
- # prototype-kit-dev

Direct messages

- Slackbot
- ed_beis
- enoranidiryz_dit
- jenthomson_moj_cica
- john_oates_gds
- markwright_hmrc
- Matt_Billingsley_cabinet...
- obyford_gds
- stephengill_gds
- trevor.saint_gds
- vicky.tejnaki_dwn

#content

1,009 | 0 | FAQs are never OK

We need a Senior Content Designer and a Content Designer. Yesterday

Closing date Wednesday 5 February.

<https://www.civilservicejobs.service.gov.uk/csr/jobs.cgi?jcode=1663718>

#ContentDesign #UserCentredDesign @DWPDigitalJobs

Twitter · Yesterday at 09:22

Gemma Stanaway 11:57
joined #content.

caroline_vickers_DEFRA 12:05
Hello, got a question around email content.

Does anyone know if there's any guidance around writing content for emails? Specifically for a confirmation email, and an email containing information for a user who requested that info through a service. Any advice/ help/ suggestions welcome!

5 replies · Last reply 18 hours ago

Emma Frith 14:05
joined #content.

Emma Frith 14:07
Hi everyone! Should we spell our URLs in all service emails to external stakeholders, rather than linking from meaningful text?

5 replies · Last reply 16 hours ago

terry.simpson_hmrc 15:08
I also have a URL question... We're about to update URLs within our service. Somebody suggested URLs had to be plain english. Guidance is in the section called 'Service sub-domain URLs' at <https://www.gov.uk/guidance/content-design/url-standards-for-gov-uk>. As far as I can see plain english is a requirement for shared/searchable URLs but not for dynamic transactional pages. Have I understood it correctly?

3 replies · Last reply 17 hours ago

alun_b_dvla 15:13
joined #content.

Cleavy 15:36

Message #content

Rich text editor toolbar: Bold, Italic, Link, Unlink, Text color, Background color, Bulleted list, Numbered list, Indent, Outdent, Undo, Redo

Rich text editor toolbar: Font color, Bold, Italic, Emoticon

Search

@ ☆ ⋮ 2 updates

Thread

#content

Emma Frith Yesterday at 14:07
Hi everyone! Should we spell our URLs in all service emails to external stakeholders, rather than linking from meaningful text?

5 replies

Adam Silver (DfE) 18 hours ago
Hey Emma, this might help:
<https://www.gov.uk/service-manual/technology/how-to-email-your-users#protect-your-users>

Adam Silver (DfE) 18 hours ago
only send links which point to the [GOV.UK](https://www.gov.uk) domain and show the URL in full

(edited)

john_oates_gds 17 hours ago
This makes the same point (and has more advice on writing emails): <https://www.gov.uk/service-manual/design/sending-emails-and-text-messages#protect-your-users-from-spam-and-phishing>

Adam Silver (DfE) 16 hours ago
spell out any web addresses (URLs) in full to show the user where links are going - for example, <https://www.gov.uk/exampleservice>

(edited)

Emma Frith 16 hours ago
thanks both 😊

Reply...

Rich text editor toolbar: Bold, Italic, Link, Unlink, Text color, Background color, Bulleted list, Numbered list, Indent, Outdent, Undo, Redo, Font color, Bold, Italic, Emoticon

Iterations

**Using the service
without an email
address**

BETA This is a new service – your [feedback](#) will help us to improve it.

[◀ Back](#)

Your email address

Continue

[▶ Contact the claims team for help](#)

BETA This is a new service – your [feedback](#) will help us to improve it.

[◀ Back](#)

Your email address

Continue

[▶ Contact the claims team for help](#)

This could create a barrier for users who don't have an email address or who prefer to be contacted another way.

BETA This is a new service – your [feedback](#) will help us to improve it.

How do you wish to be contacted?

We'll contact you if there's something wrong with your application

Email address

Your email address

Phone

By post

Continue

Just ask the user how they prefer to be contacted

BETA This is a new service – your [feedback](#) will help us to improve it.

How do you wish to be contacted?

We'll contact you if there's something wrong with your application

Email address

Your email address

Phone

By post

Continue

- An address is needed to process the payment
- Caseworkers wouldn't tell users the outcome by phone

BETA This is a new service – your [feedback](#) will help us to improve it.

[◀ Back](#)

Your email address

Continue

▼ [I do not have an email address](#)

Call freephone 0808 196 1759 to make your claim if you do not have an email address

▶ [Contact the claims team for help](#)

Provide an alternative route if users don't have an email.

**Remember to ask
the audience if
they've faced this**

**Making sure the
child is
remembered**

BETA This is a new service – your [feedback](#) will help us to improve it.

What's the child's family name?

Continue

- Caseworkers need the child's name to verify the funeral took place
- Only family name is asked for as there's no guarantee the child will have a first name

BETA This is a new service – your [feedback](#) will help us to improve it.

What's the child's family name?

Continue

Parents fear their child will be forgotten so referring to the child's first name in correspondence is advised.

BETA This is a new service – your [feedback](#) will help us to improve it.

[◀ Back](#)

What's the child's name?

First name (if applicable)

Family name

[Continue](#)

[▶ Contact the claims team for help](#)

This field lets users enter the first name they like.

Uploading receipts

BETA This is a new service – your [feedback](#) will help us to improve it.

[◀ Back](#)

What are you claiming for?

These are the expenses you can claim for. Select all that apply

- Up to £300 towards a coffin, shroud, casket or other covering
- Removal of implanted medical devices for a cremation
- Completion of necessary cremation certificates
- A container for storing ashes in a columbarium or similar (if the one returned to you is unsuitable for this)
- Fees charged by a third-party grave digger (where these are not claimed by the burial or cremation provider)

[Continue](#)

[▶ Contact the claims team for help](#)

BETA This is a new service – your [feedback](#) will help us to improve it.

Upload copies of your receipts

You can upload receipts as scanned copies or photos of the originals

No file chosen

- Could get stuck if they don't have their receipts
- Making it optional could cause users to skip the question causing delays or a rejected claim
- Caseworkers need to know why they don't have a receipt

BETA This is a new service – your [feedback](#) will help us to improve it.

Upload copies of your receipts

Upload file

You can upload receipts as scanned copies or photos of the originals

Choose file No file chosen

Add another file

If you do not have some of your receipts, tell us why

We'll contact you to find out more. Your claim may take longer

Continue

- Add a field to let users tell us why they don't have their receipts
- Users can answer both or either of these questions.

BETA This is a new service – your [feedback](#) will help us to improve it.

Upload copies of your receipts

Upload file

You can upload receipts as scanned copies or photos of the originals

Choose file No file chosen

Add another file

If you do not have some of your receipts, tell us why

We'll contact you to find out more. Your claim may take longer

Continue

- Double barreled question can signify bad design
- The questions seem optional but they're not
- Can't put '(optional)' inside the labels because at least one must be filled out
- Caseworkers need to attribute receipts to the reason or item being claimed

BETA This is a new service – your [feedback](#) will help us to improve it.

Do you have all of your receipts?

- Yes, I have them all
- No, I don't have any receipts
You'll need to tell us why
- I have some of them
You'll need to tell us why

Continue

Each scenario as a radio button

BETA This is a new service – your [feedback](#) will help us to improve it.

Do you have all of your receipts?

- Yes, I have them all
- No, I don't have any receipts
You'll need to tell us why
- I have some of them
You'll need to tell us why

Continue

- The onus is on the user to work out the correct scenario
- Again, users may choose not to provide them
- Again, caseworkers still need to attribute receipts to the items being claimed

What are you claiming for?

These are the expenses you can claim for. Select all that apply

- Up to £300 towards a coffin, shroud, casket or other covering
- Removal of implanted medical devices for a cremation
- Completion of necessary cremation certificates
- A container for storing ashes in a columbarium or similar (if the one returned to you is unsuitable for this)
- Fees charged by a third-party grave digger (where these are not claimed by the burial or cremation provider)

Continue

[▶ Contact the claims team for help](#)

Do you have receipts for the coffin, shroud, casket or other covering?

- Yes
- No
Your claim may take longer

Continue

[▶ Contact the claims team for help](#)

Upload your receipts for the coffin, shroud, casket or other covering

You can upload your receipts as scanned copies or photos of the originals

Choose file No file chosen

Add another file

Continue

[▶ Contact the claims team for help](#)

Tell us why you do not have receipts for the coffin, shroud, casket or other covering

Continue

[▶ Contact the claims team for help](#)

Making a declaration

Tell us why you do not have receipts for the coffin, shroud, casket or other covering

I lost it

[Change](#)

How do you want to be paid?

None of the above

[Change](#)

Declaration

You must agree that:

- the information is correct and complete as far as you know
- you're aware it's a criminal offence to knowingly submit false information to make a claim
- you'll pay back any money you have been overpaid if you're asked to

I agree

[Submit claim](#)

▶ [Contact the claims team for help](#)

Tell us why you do not have receipts for the coffin, shroud, casket or other covering I lost it [Change](#)

How do you want to be paid? None of the above [Change](#)

Declaration

You must agree that:

- the information is correct and complete as far as you know
- you're aware it's a criminal offence to knowingly submit false information to make a claim
- you'll pay back any money you have been overpaid if you're asked to

I agree

[Submit claim](#)

▶ [Contact the claims team for help](#)

- It's not clear that clicking a checkbox carries more legal weight than a button
- There's some evidence that people blindly tick it anyway
- It's another question to answer

**shroud, casket or
other covering**

**Tell us why you do
not have receipts
for the coffin,
shroud, casket or
other covering**

I lost it

[Change](#)

**How do you want to
be paid?**

None of the above

[Change](#)

Declaration

By submitting your claim you agree that:

- the information is correct and complete as far as you know
- you're aware it's a criminal offence to knowingly submit false information to make a claim
- you'll pay back any money you have been overpaid if you're asked to

Agree and submit claim

▶ [Contact the claims team for help](#)

Thanks