



Your personal flood plan

Keep a copy of your personal flood plan and your insurance policy documents wrapped in plastic bags, and in a safe place. That way, you can easily get to them if the worst ever happens.

What you can do to prepare

1. Check the risk of flooding in your area with The Environment Agency: www.environment-agency.gov.uk If you're in an 'at risk' area, sign up for flood alerts.
2. Make a note of key contact numbers and web addresses (don't just keep these on your mobile in case it gets wet or lost).

Our Claims number	0345 300 0120
The Environment Agency Floodline	0345 988 1188
Your electricity supplier	
Your gas supplier	
Your water company	
Your home telephone supplier	

Your local council (for flood evacuation procedures)	
Your local radio station (for weather updates)	
Local travel info	
Friends and family 1	
Friends and family 2	
Friends and family 3	

3. Check where and how to turn off your gas, electricity and water supplies.
4. Make up an emergency kit in case you need to leave your home, comprising:

A copy of this flood plan and your insurance policy documents (both wrapped in plastic bags)	<input type="checkbox"/>
A spare mobile phone battery	<input type="checkbox"/>
A torch with spare batteries	<input type="checkbox"/>
Warm and waterproof clothing and footwear	<input type="checkbox"/>

Bottled water and non-perishable food/snacks	<input type="checkbox"/>
Baby food and baby care items	<input type="checkbox"/>
First aid kit	<input type="checkbox"/>
Any prescription medication needed	<input type="checkbox"/>

5. If your home was to flood, think about which belongings you would move to avoid them getting damaged (and what you could move ahead of time).
6. Work out where you can safely move your car if your home is flooded.
7. Talk about possible flooding with your family and/or others that live with you. Establish how you will contact each other and where you will meet, if you become separated.

What to do if a flood is expected in the next 24 hours

1. Keep up to date with local weather and radio reports.
2. Put sandbags and floodboards in place, if you have them.
3. Move important/valuable items to a place of safety.
4. Inform friends and relatives you may need to leave your home.
5. Take pets to friends'/relatives' houses.
6. Make sure your emergency kit is packed and accessible.
7. Move your car to a place of safety.



24
Hours

What to do if you are forced to leave your home

1. Switch off your gas, water and electricity supplies if it is safe to do so.
2. Confirm with the other occupants your meeting point, if you become separated.
3. Take your emergency kit with you.
4. Call our Claims Team as soon as possible on **0345 300 0120**, to tell us that you've been forced to leave your property due to flooding.



For your next step

LLOYDS BANK