

*Paris, October 19, 2026*

## **Urban violence: insurers take action to support policyholders and expedite compensation**

- Insurers are fully mobilised to support individuals, shopkeepers, businesses and local authorities whose property has been damaged or destroyed.
- France Assureurs' crisis unit is working in close coordination with public authorities across the affected areas.
- Insurers commit to:
  - extending the deadline for reporting claims to 30 days, compared with the five working days generally stipulated in insurance policies;
  - expediting compensation by working closely with loss adjusters to arrange prompt inspections and prioritise the most urgent situations;
  - facilitating the payment of advance compensation to help those facing the greatest difficulties.

On October 17, 2026, several French cities experienced urban violence and looting. France Assureurs and its members stand in solidarity with all those affected by these events.

Insurers are fully mobilised to support individuals, shopkeepers, businesses and local authorities whose property has been damaged. France Assureurs' crisis unit is working in close coordination with public authorities across the affected areas.

France Assureurs recommends that all policyholders promptly file a police report and then notify their insurer with a claim. The claim may be reported through any of the communication channels made available by the insurer, including postal mail, email, telephone and text message.

In response to these exceptional circumstances, insurers commit to:

- extending the deadline for reporting claims to 30 days, compared with the five working days generally stipulated in insurance policies;
- expediting compensation by working closely with loss adjusters to arrange prompt inspections and prioritise the most urgent situations;
- facilitating the payment of advance compensation to help those facing the greatest difficulties.

For more information on insurance coverage: <https://www.franceassureurs.fr/lassurance-protege-finance-et-emploi/lassurance-protege/les-demarches-en-cas-de-sinistre/indemnisation-degats-materiels-provoques-violences-urbaines/>

**Mrs Florence Lustman, President of France Assureurs:** *"The urban violence that took place in our country on October 17 has deeply affected our fellow citizens. On behalf of the entire insurance sector, I would like to express our solidarity with everyone affected by these exceptionally violent events and offer them our full support. Insurers are fully committed to supporting their policyholders and providing practical solutions. The measures announced today reflect the collective commitment of the insurance sector to making the compensation process simpler and faster."*

## About France Assureurs

France Assureurs is the used name of the Fédération Française de l'Assurance, that gathers 252 insurance and reinsurance companies representing 99% of the market for companies regulated under the French Insurance Code.

Insurance is central to many societal challenges. For this reason, France Assureurs is committed to playing an active role in public debates. It is the preferred interlocutor of public authorities, administrations and media on insurance-related matters both in France and abroad, encompassing prevention, protection, investment or employment issues. The statistical data it centralises and its expertise enable France Assureurs to assist its members in navigating changes within the sector. France Assureurs relies on a network of correspondents throughout the entire French territory to assist local leaders during major events, to promote careers in insurance or to relay the sector's positions.

"Mobilising all the resources of insurance to move society forward confidently" is the purpose of France Assureurs.

France Assureurs—Move society forward confidently—is a brand of the Fédération Française de l'Assurance.

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