

**CUSTOMER CARE PACK
COMMERCIAL FIRE DAMAGE SOLUTIONS**

Dear Policyholder

Welcome to Assured Building Solutions. Please keep this pack safe, it will help you progress your insurance claim. We realise that this is a difficult time for you and we shall do all we can to minimise your trauma.

We have been introduced to your unfortunate event to assist in completing the necessary solutions with all due diligence and efficiency. By way of introduction we are an established building contractor and from our address Assured Chem-Dry also operate. They are a company who specialises in handling the necessary restoration tasks including those for contents. Collectively we are able to offer a range of building and contents services to put you back into the same position you were in prior to the loss occurring.

Your insurance policy covers three distinct categories, namely; -

- Buildings
- Contents
- Business Interruption (Loss of Profit or rent for example).

Your policy schedule states the amount for which you are covered and it should state the extent of any applicable policy excess that will be your responsibility. Any claim is subject to you being adequately covered and your policy will state what will happen in this event.

Our objectives will be to: -

1. Carry out emergency work in order to help control the situation and help make the site safe
2. Undertake an assessment of the damage establishing, with necessary dialogue, the cause of the incident
3. Help secure evidence of the cause to assist with recovery/subrogation rights
4. Submit our estimate to your Insurers and/or their representative (as appropriate) for approval
5. Contact you as soon as we receive authority to proceed with the completion of the work.
6. Seek to develop a plan which will mitigate the effect on your trading position, such as overtime working to minimise the interruption period

Initially, there will be several of our personnel involved in the handling of your claim including: -

- Site Surveyor
- Customer Care Co-ordinator
- Field force of Tradesmen, Surveyors and Technicians.

You will be allocated one of our office based insurance co-ordinators. This will aid the communication between us. We find an early discussion is beneficial to ensure we possess all your contact numbers and to assure you of our commitment to help. We will aim to have regular dialogue throughout the life of your claim. E-mail will help speed up our dialogue.

Emergency Work may include the following:

1. Site safety checks; making safe gas and electricity
2. Emergency pre-cleaning of vulnerable surfaces to prevent further damage from residues
3. Ensure the required ventilation but conscious of mitigating the extent of damage
4. Apply solutions to burnt/charred surfaces and smoke damaged walls to control the release of odour bearing molecules.
5. Remove burnt/charred building materials and/or contents items for which you are responsible.
6. Introduce odour control measures to abate airborne odour particles.

Site Assessment

A Buildings

The extent of restoration will greatly depend upon the intensity of the fire. The effects of airborne smoke deposits may be visible throughout the property on surfaces, walls and ceilings. The reinstatement of internal decorations cannot be successfully completed without first removing carbon deposits.

Smoke residue on structural surfaces will be cleaned using appropriate techniques, systems and processes. Once the scope of work is agreed, utilising our agreed building repair cost rates we submit the estimate dealing separately with any variation that become apparent as the work progresses. We will provide you with an action plan that includes both start and forecast completion dates.

B Contents

After the emergency work has been completed we are able to assess the damage to your contents with ambitions to mitigate the extent of the loss and provide restoration techniques.

Dependant upon the extent of damage, some contents items may need to be removed from site for specialist treatment. Once assessed a schedule of items will be provided and this will be regularly updated to inform you how items are responding. Items beyond restoration will be disposed of with your agreement. Our list will help you present your claim for ruined items. An estimate and report will be submitted to your insurers or their representatives for the restorable items.

If you have any difficulty or concern then please call us, not your insurer,

When appropriate we will seek your signature to 3 forms: -

Authorisation (Form A): without this document and payment of your excess we will not be able to commence the works.

Satisfaction (Form B): confirms your satisfaction with the work performed & allows us to secure our final payment

Questionnaire (Form C): we seek to learn from your experience and invite your comments.



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CONTACT & RECORD SHEET

The following will help you keep a record of events and indicates the range of other non-insurance related services available.

Please read our enclosed Standard Trading Terms and Conditions which are designed for us to work together in partnership and alleviate your trauma.

Insurance Company Details

Name of Company: - _____

Telephone No: _____ Handler _____

Policy No: _____ Reference No: _____

Email: _____

Insurance Co. Representative / Loss Adjuster

Name of Company: _____ Tele No: _____

Name of Representative: _____ Fax No: _____

Email: _____

Your Assured Customer Care Co-ordinator

Name: _____

Tele No: 0151 263 1238 Fax No: 0151 260 4047 Email: info@assuredbs.com

Assured can undertake work directly for you.

- Building Extensions
- Roofing repair and maintenance
- Performing Joinery / Plastering / Plumbing & Heating / Electrical repairs
- Redecoration
- Supplying & fitting kitchen & bathroom installations
- Building Walls
- Subsidence Repairs including Helifix crack repairs
- Service via Assured Chem-Dry

