

## Customer Introduction Communication

Dear Policyholder

### INTRODUCTION

We are aware that having had the misfortune to sustain damage to your property it can be a traumatic experience in finding a speedy and acceptable resolution. The purpose of this communication is to help you understand the process and highlight some of the challenges to be faced. It is not possible for us to cover every eventuality but we hope you will find the following to be informative.

As a company, with a wealth of experience in handling insurance related property repairs, our efforts will focus on minimising, as far as we can, the difficulties that can sometimes be encountered.

Firstly, we apologise for the impersonal nature of this letter.

However, in our endeavours to find a speedy method of communication and ensure that you are aware of the claim process we have produced a selection of standard forms and letters of which this is one. Please be assured that we shall communicate with you more personally during our involvement in your insurance claim via our teams of surveyors, administration support, contracts managers and tradesmen. If you prefer, we do encourage the use of e-mail.

**You will be allocated one of our office based insurance co-ordinators so that you may always know who to contact to help progress matters.**

### THE CLAIM PROCESS

#### 1. BACKGROUND

Throughout our involvement in your claim we shall be seeking to adhere to self imposed service standards. Our aims will be to ensure that your case will be handled within certain time parameters.

There are various stages to our involvement in the claim process including:-

- Emergency works
- Survey
- Estimate preparation
- Approval of costs by insurer and/or their representative
- Signature to commencement of works/authorisation mandate form
- Collection of any policy excess
- Asbestos sampling
- Procuring/Ordering of materials
- Commencement of works
- Completion of works
- Satisfaction note
- Customer survey
- Payment.

**It could be that there are several other companies involved in the process of handling your claim, but once we have authority to proceed we would prefer for you to communicate exclusively with us for any aspect relating to:-**

- **Any aspect of building repairs**
- **Timescales**
- **Building materials**
- **Your general satisfaction or otherwise**

*Please allow us to help direct your claim and aid the communication process.*

## **2. AFTER OUR SURVEY**

After our survey we will have reported to your insurers and/or their representative. As an approved contractor we will be asked to undertake the works that have been approved. The next part of the process is: -

- Obtain from you a signed authorisation mandate to commence works
- A mandate for us to be paid direct
- Collect from you any applicable policy excess

We shall then be able to start the works. Please be aware of the fact that there is reluctance for the works to vary from that which existed originally. If you do require alterations we shall need to seek approval from your insurers and/or their representative. Any uninsured works we may undertake will be at your own expense.

Also, it is possible that for reasons, such as, compliance with Health and Safety legislation that we are delayed with progressing works. It could be that we are awaiting certifications/investigative elements/approvals such as:-

- Asbestos analysis
- Drying certification
- Electrical report
- CCTV inspections
- Approval of variation orders.

We cannot proceed in such cases, particularly those that affect Health and Safety considerations, until we have the results or certifications. It could be therefore that we shall need your understanding of prospective inactivity. We shall however explain such to you.

Also there are also certain expectations upon you once we have approval to start works. These will include:-

- You attending to uninsured tasks
- Helping provide entry so that the work can be performed efficiently
- Ensure that furnishings are moved and tradesmen have a proper working area.

Please be aware that sometimes when we start works latent problems may come to light. These from our experience, include plumbing fittings which may not have been isolated for sometime. Also, post completion and whilst we do guarantee our work, mastic sealant is notorious for failure particularly around shower trays due to normal deterioration.

### **3. AUTHORISATION MANDATE (FORM A)**

This form explains the basis of the contract and you should find it self explanatory. You may complete the authorisation form and send it to us either by post or send it electronically. If you have a policy excess, could you please forward this to us as soon as possible as we will not be able to proceed with works without it. Please let us know if you would like a receipt.

We shall then liaise with you to: -

- Ensure that you understand the process
- Explain the scope of the repairs to be undertaken
- The materials you prefer (e.g. wallpaper and tiles) have been selected
- Agree a start date
- Agree method of access for the tradesmen
- Endeavour to provide a timeline plan of the works
- Propose a forecast completion date.

### **4. COMPLETION (FORMS B & C)**

Upon completion of the repair work we shall seek your signature to a Satisfaction Note and a Customer Questionnaire.

- The Satisfaction note (Form B) will allow us to submit our invoice for direct payment by your insurers.
- The Questionnaire (Form C) helps us to continue to improve and also identify staff that deserve praise.

Our works are guaranteed for 12 months and if you so require you may ask for a Guarantee Certificate.

We do have a complaints procedure in the unlikely event that any challenge cannot be resolved and this form is part of our 'pack'.

### **5. EXPLANATIONS**

Should you have any query concerning this letter then please do not hesitate to contact one of our Directors at this office.

The other forms that are available with this communication or on our website comprise:-

- 1. Commencement Works and Mandate Form (Form A)**
- 2. Standard Trading Terms & Conditions**
- 3. Completion & Satisfaction Note (Form B)**
- 4. Customer Questionnaire (Form C)**
- 5. Complaints Procedure.**
- 6. Asbestos- 'Don't Panic'**

**We thank you for the opportunity for our being of service to you.**

Yours sincerely,

**THE DIRECTORS  
ASSURED BUILDING SOLUTIONS**