



Concept Building Solutions

'To best serve policyholders in their time of need through exemplary customer service and high quality workmanship.'



**Insurance claims management
& building repair**



www.conceptpropertyclaims.co.uk

Why use a Claims Management Company?



- > There's been a leak from the flat upstairs - my insurer won't send someone to fix it
- > The Insurance Company put in a team of builders who are messing me about
- > My Insurance company told me to get 2 quotes but builders won't show up when I tell them it's an insurance job

The Advantages of Concept as Your Claims Management Company...

When you make a claim your insurer will expect YOU to do the leg work of finding builders and persuading them to give you quotes. Your insurer will expect you or your builder to correctly list the items they will agree to pay for. You will then have to deal with loss adjusters who's sole responsibility is to the Insurance company not you the Insured.

You will be expected to organise the repairs to your property, project manage tradesmen and deal with their requests for extras at the end of the job. If problems crop up months after the building works have been done, insurers will have washed their hands of the problem as they will say it was your builders who did the work.

Here's How We Can Help You Out of the Insurance Claims Maze...

- We are working for you, not your insurer.
- You have a legal right to appoint anyone to handle your claim and you do not have to choose your insurance company's contractors or their drying companies.
- We present your claim expertly to insurers so you have the best chance of getting what you want.
- Our surveyors only work on property insurance claims.
- We are used to dealing with tricky insurance companies and loss adjusters.
- We aim to safeguard your interests.
- Our quotes are very detailed - we break down costs for all items individually so insurers are usually willing to settle the claim without the need for additional quotes.
- We start and finish repair works as soon as possible. We can do this because we undertake all emergency works, drying works and building works to give you a complete solution.
- Our tradesmen are fully vetted and we guarantee all works for 12 months. So if you have a problem months down the line and it is our fault, we will come and put it right FREE OF CHARGE.

- > Are you thinking of making an insurance claim?
- > Has your insurance company asked you to get 2 quotes?
- > Having trouble getting builders to do a proper quote?
- > Need to sort out repairs quickly?



If the answer to any of the above questions is YES... we can help you!

What We Do...

If you are about to make a claim or have just made a claim we will survey all the damage and provide a list of recommended repairs with costs to your insurer, negotiate and agree repairs, undertake and project manage all building works using our qualified tradesmen and get your property back to its previous condition.

How Does Our Service Benefit You?

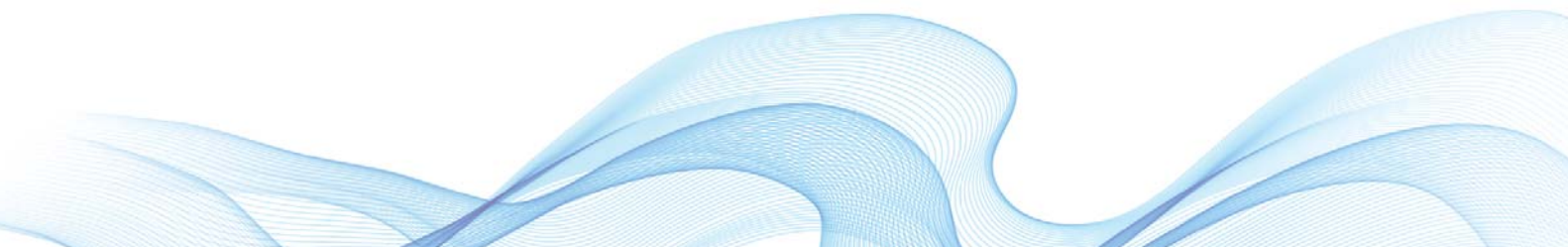
- We work for you, not the insurer.
- Repairs and building works carried out to the highest standard.
- We deal with everything - builders, paper work, insurance companies etc.
- All repair work started 48 hours from insurer's authorisation.
- We use vetted tradesmen, and our work is guaranteed.

Why Choose Concept Building Solutions...

- We're fast. We will come to your property within 48 hours and get the ball rolling to take you quickly through each stage of the process.
- Clients have one point of contact [your claims manager] during the claims process.
- We offer expert advice on the best way to present a claim to the insurer to give you the highest chance of a successful outcome.
- We deal with insurance companies and loss adjusters daily. You can draw on our experience to ensure you get the best possible outcome from insurers, giving you peace of mind that a high standard of repairs will be agreed.
- People are busy. We save you time and guarantee you the shortest claim life cycle from reporting a claim to starting and finishing repairs.
- We listen to what the customers want and pay attention to detail.

It's Free!

If you instruct us to handle your claim there is no cost to you as we are paid by your Insurer for the repairs carried out once you are fully satisfied with the work.. Please note you may have a policy excess to pay.



Concept Building Solutions

will assist you with your claim from the time you have reported it to your insurer, right through to the satisfactory completion of all repairs.

What You Do...



What We Do...



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