



**CONCEPT**  
CLAIM SOLUTIONS

INSURANCE CLAIMS  
MANAGEMENT SPECIALISTS

Contact us on:

**01772 799750**

or alternatively email:

**[claims@concept-solutions.co.uk](mailto:claims@concept-solutions.co.uk)**

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

# HAVE YOU RECENTLY EXPERIENCED DAMAGE TO YOUR HOME?

- Does your insurance company require two quotes?
- Struggling to obtain quotes from builders?
- Need to sort out repairs quickly?

If you answered YES to any of the questions above...

## CONTACT US TODAY!

Call on **01772 799750**



### What We Do...

Whether you're preparing to file an insurance claim or have already done so, our team is here to help ease your burden. We will survey the damage, provide a comprehensive list of recommended repair costs to your insurer, skilfully negotiate and approve repairs, and oversee all construction work using our qualified tradespeople.

### How does our service benefit you?

- We ensure that your needs are prioritised.
- Repairs and building works are carried out to the highest standard, ensuring quality and satisfaction.
- We handle all aspects of the process, from liaising with the builders and insurers to completing the paperwork, saving you time and hassle.
- All repair work aims to start within 48 hours of receiving authorisation from your insurer to minimise disruption.

### Why choose Concept Claim Solutions?

- We aim to visit your property within 48 hours and take as much time as you need to talk you through the process.
- Throughout, you will have one dedicated point of contact: your Claims Manager.
- We know how to correctly present your claim to the insurer, increasing the likelihood of a successful outcome.
- **We've been operating for over 20 years and are skilled at dealing with insurance companies, loss adjusters and contractors.**



### 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.  
Subject to using our contractors for repair otherwise costs may apply



# Why use a Claims Management Company?

- **My ceiling and walls have been damaged by a leak and my insurer won't send someone to fix it.**
- **The insurance company appointed a team of builders, but they are really messing me about.**
- **I've been told to get 2 quotes, but builders won't even show up when they hear it's an insurance job.**

## Some of the challenges associated with managing your own Insurance Claim

When you make a claim, your insurer often expects you to take on the task of finding builders and collecting quotes. It will also be up to you or your builder to accurately list the items that the insurer will agree to pay for. Additionally, you will have to interact with loss adjusters, whose primary responsibility is to the insurance company.

As part of the process, you will be expected to organise the repairs to your property, oversee tradespeople, and address any requests for additional work at the conclusion of the job. It's also worth noting that if issues arise months after the building work has been completed, insurers may distance themselves from the problem by attributing it to the builders who performed the work.



## Here's how we can assist you with your Insurance Claim:

- **Safeguarding Your Interests:** You have the legal right to select an independent representative and are not obliged to utilise your insurance company's contractors or their drying companies.
- **Expert Claim Presentation:** Our team is knowledgeable about the specific details that insurance companies need to validate and assess the costs of repairing damages. This enables us to assist you in obtaining a fair settlement.
- **Comprehensive and Detailed Quotes:** Our quotes provide a highly detailed breakdown of costs for each item individually. This often leads to insurers settling claims without requiring additional quotes.
- **Efficient Repair Management:** We aim to commence and conclude repair works as efficiently as possible by overseeing all stages of the building process, offering you a comprehensive solution.
- **Quality Assurance:** Our tradespeople undergo comprehensive vetting, and we guarantee all work for 12 months. If there are any issues related to our work within that time frame, we will rectify them free of charge.





Concept Claim 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.

CALL ON  
**01772 799750**

#### WHAT YOU DO...



**1**

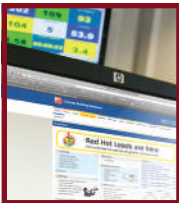
You experience loss through a leak, fire, flooding, or storm damage



**2**

You call Concept on **01772 799750** and we will manage your property claim in full from start to finish

#### WHAT WE DO...



**1**

Concept arrange for your property to be surveyed



**2**

Our surveyor visits your property to survey the damage



**3**

We prepare a detailed report and forward it to your Insurer



**4**

We meet their loss adjuster to negotiate and agree repair costs (if necessary)



**5**

We carry out the repair and project manage the tradespeople



**6**

Upon completion we invoice your Insurer - you only pay your excess



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