

# About MA Assist



## Property claims management for UK insurers from MA Assist

At MA Assist, we believe that no other organisation within our sector has yet sought to connect the correct level of insurance knowledge and building repair expertise with a detailed understanding of customer service excellence, as we do.

Our insurance services and product range cover:

- » Household
- » Commercial SME market
- » Subsidence
- » Property owner portfolios

## Proud to work with the best

MA Assist is an approved supplier to many of the UK's leading insurance companies.

We manage their claims on a bespoke basis under delegated authority, managing the entire claims cycle and providing a package of services in line with our clients' claims philosophy and underlying principles.

“Super job. MA Assist has superseded any expectation I could have ever had. The reports are clear, concise and detailed, while the photos are also excellent.”

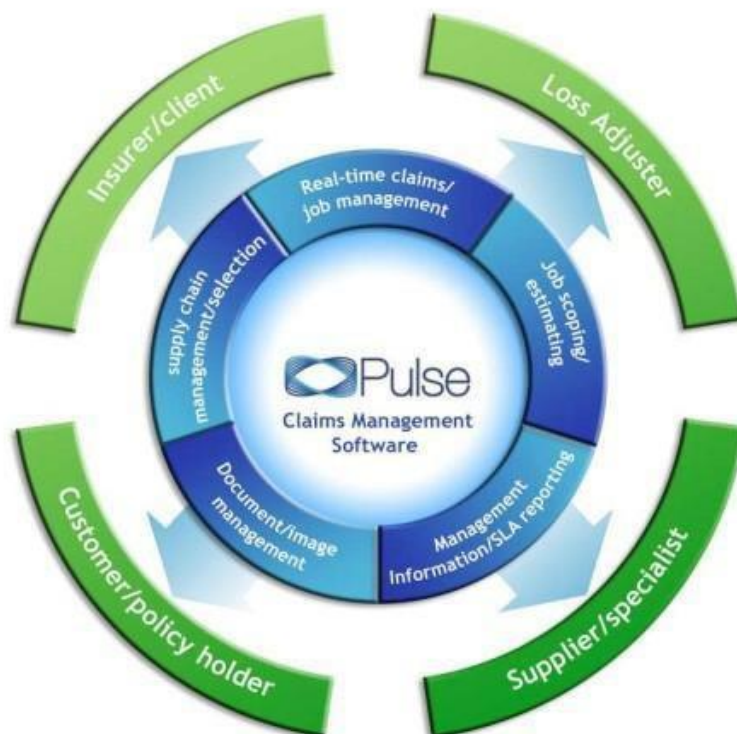
Major insurer claims manager

Pulse is our secure, state-of-the-art online system to manage property claims and building repairs.

It helps us improve customer satisfaction, speed up claims management and building repairs, and reduce unnecessary administration. It also enables total incident management with built-in alerts at key milestones.

Consequently, you enjoy major efficiency and cost benefits throughout the entire claims lifecycle.

Truly customer-focused approach in managing your claims



# Outsourced property claims services for UK insurers and intermediaries

Through a national service for insurers, intermediaries and brokers, we have helped clients reduce their claims settlement costs.

We ensure all property claims are correctly validated, with a high number resulting in partial or full repudiation. We then ensure the delivery of a high quality building reinstatement solution (dependent upon customer choice).

- » Superior call centre operations
- » Commercial and domestic property claims handling (under delegated authority)
- » Building claim validation
- » Performance-managed network of specialist building repair companies
- » Supply chain management (including asbestos, contents, carpet and flooring suppliers)



## A bespoke service

We absolutely understand and promote the drivers for the highest levels of customer satisfaction.

Our work is to settle and fulfil property claims - and offer you a real choice in your preferred method of settlement - enabling us to deliver a consistently positive claims experience.

Our experienced claims staff are trained to keep all parties informed at all times about the progress of the claim or managed building repair.

- » Full call recording facility
- » Customer service trained call advisors
- » CII trained claim validators
- » Highly experienced senior management team

We have a robust performance management culture focused on quality, efficiency and being cost competitive. Our service can be tailored and customised to suit your business needs, ensuring we work as part of your team.

## Putting you in control

We understand the pressure on all our insurers to deliver a clear, fully transparent and auditable scope of works which matches the cover of the policy and resulting indemnity spend.

Our business processes are efficient and our management information and reporting tools put you in control. We can demonstrate high levels of repudiation and low average repair values by peril, as well as consistently high levels of customer satisfaction.

up to 35%

reduction in claim duration

up to 300%

increase in escape of water repudiation levels

up to 30%

reduction in cost of escape of water claims

*(Typical results from our benchmarking research)*

# Property claims management services for insurance brokers and property owners

Looking for an outsourced claims handling service, tailored to your needs and designed around Your customers?

MA Assist helps brokers and residential property owners with property claims handling, validation and fulfilment services and other related building services.

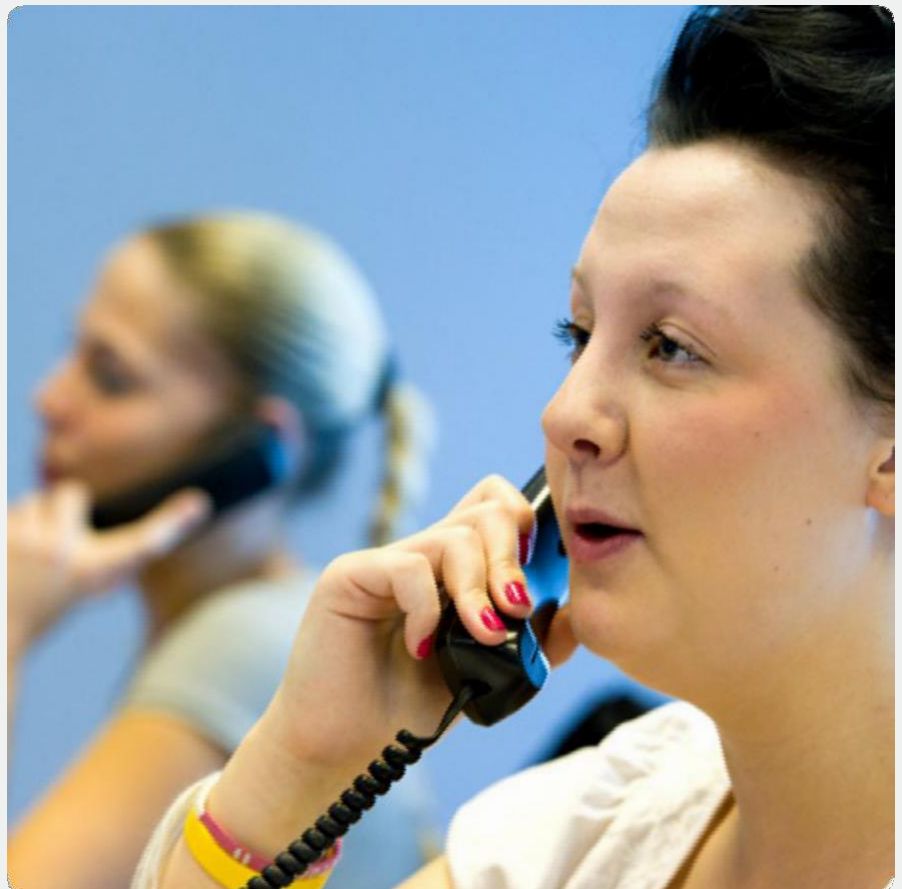
- » Single point of contact and dedicated account management
- » Fast turnaround on causation report following an inspection visit
- » Proactive communication with all parties throughout the claim lifecycle
- » Repairs completed by MA Assist approved suppliers who work to our rates and service standards

We work to eliminate claims leakage while delivering guaranteed customer service.

We measure every job for speed of repair and for the customer's views on quality, professionalism, our communications and respect for their home, and their overall satisfaction of the work we are carrying out on your behalf.

We can prove to you that our claims experience is enhancing your client retention levels.

Friendly,  
well  
equipped  
customer  
service team



# MA Assist's National Network

## MA Assist delivers a national service covering all elements of building repair

We have more than 20 years' experience in insurance claim reinstatement, backed up by a national network of specialists in building repairs, refurbishment and property improvement in both domestic and commercial property sectors.

- » Property drying, cleanup and restoration (via our MA Dry service)
- » Plumbing and gas works
- » Carpentry and joinery
- » Plastering, painting and decorating
- » Electrical including testing and certification
- » Brickwork and stonework
- » Roofing works
- » Construction Design & Management (CDM)

## MA Assist's network is a key part of our supply chain solution for insurers

It uses a mix of employed trades via Cipher UK and other specialist contractors who undertake property reinstatement work.

- » Building surveyors
- » Specialist roofing surveyors
- » Contractors (domestic and commercial property)
- » MA Dry restoration technicians
- » bSure-accredited asbestos surveyors
- » Nominated licensed asbestos removal contractors
- » Contents replacement experts

The network covers all of the UK and Northern Ireland, and all network partners undergo rigorous compliance audits to ensure competence and credibility. We promote a strong performance management culture.

## We also believe in:

- » Providing a sustainable value, volume and variety of work to our partners
- » Prompt and regular payment
- » Reduced bureaucracy - we manage all the paperwork ourselves and provide innovative technology to help make our partners more efficient and focused on the job

We know that any network must be motivated to perform at its best. That's why we promote a partnership approach, including transparency in all our dealings, regular management reviews, careful demand and capacity planning, performance rating and rewards for excellence.



A strong performance management culture, based on risk and reward

# MA Dry

Property Drying Specialists

MA Dry is an innovative service for drying properties that have been damaged by escape of water (EOW) incidents.

Using this service can reduce the cost of claims by almost 30 per cent when compared to the traditional processes undertaken by others.

Through MA Dry, we manage the drying out work as well as a building restoration service, in many cases simultaneously.

Savings are achieved by speeding up the drying process, and reducing the amount spent on utility bills and alternative accommodation for the customer.

## Accredited experts

All our technicians are MA Dry-accredited. This means that each contractor has completed a mandatory three-day training course. This includes two days spent studying the science and theory of drying out water damaged properties. In addition, the contractors spend one day learning practical skills, such as how to carry out a proper moisture survey with the correct equipment.

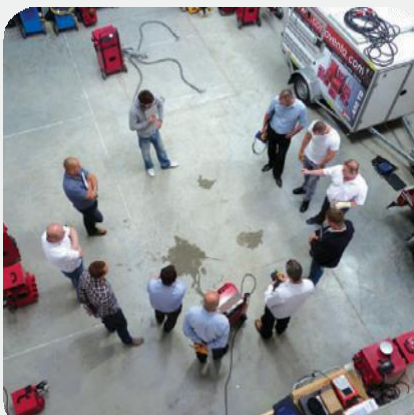
MA Dry runs training courses throughout the year for claims staff, contractors and technicians - contact us for further details.

## An intelligent approach to drying out

MA Dry ensures that properties are dried using the most efficient and intelligent method.

So if, for example, just one wall needs drying out, we will use a 'one wall tent' to ensure that the most appropriate drying regime is directed more effectively at the affected area rather than being used to dry out the whole room. This has the effect of speeding up the drying process and reducing the money spent on utility bills.

Similarly, MA Dry will not use, or charge for, unnecessary drying equipment. If the most efficient way of drying the affected area involves securing the property and then merely opening the doors and windows, that is the method we will use.





Contact us today

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*“Our business is built on a strong set of core values which underpin everything we say and do. Our values inspire our excellent people. They inspire our ideas for innovation. They inspire the way we design our processes. Call us and let us show you what we mean.”*

Jorge Gonzalo, MD, MA Assist