



Defect Diagnosis & Validation Reports

This service provides a specialist expert opinion concerning liability, scope, stability etc in circumstances where due to the complexity of the damage, the client requires additional advice / investigation in order to progress the claim.

We offer a rapid response including emergency call out if necessary. Attendance on site is adapted to the individual client requirements.

Our Promise

- Accurate diagnosis of the problem
- Reduced claim spend
- High levels of customer satisfaction

Our product attaches the most emphasis on an initial detailed inspection by a qualified and experienced Surveyor who is fully conversant with the insurance policy conditions. This ensures that from the beginning the analysis as to what the damage is, how it has been caused and therefore whether or not there is liability is addressed and can be relied upon.

The key is having made the right decision, then allows us to manage the insured's expectations from the outset and if a repudiation is necessary, this is done 'face to face' with a full explanation as to what the problem is and although it may not be insured, how they go about resolving their problem.

This is then supported by a written report, in 'lay-mans' terms, that is decisive, factual and clearly identifies the cause and extent of the damage and recommends a clear future course of action irrespective of the liability issue.

Our report will also include a priced scope of works for the repair of the damage using either our own schedule of rates or our client's. In circumstances when the claim goes above delegated authority, we can provide a full project managed service.

Key Features

- Cost Effective – a full service of specialist expertise from one company
- Focus on reduction in elapsed time resulting in reduced costs
- Quality Service – compliance and quality, focusing on 'treating customers fairly'
- Reporting & I.T. – all projects electronically tracked
- Client portal giving real time job status and account management information
- National Coverage

