



### Overflow White Label Services

Unexpected events resulting in an influx of a year's worth of insurance claims over the course of a week is in itself an impossible challenge. Customer service standards suffer and as the overload increases so do the number of complaints generated.

#### Our Promise

- Maintenance of customer service standards
- Seamless integration with your business

Our team of experienced Surveyors and claims handlers are ready to go! We can deal with your overflow ensuring you maintain your service standards. Overflow work is quick and easy to set up, we can agree to take on a fixed volume of claims or take an ongoing 'drip feed' of claims.

Our sophisticated I.T. and telephone system ensures your clients will experience a seamless operation whilst allowing you to receive bespoke management information tailored to your own unique requirements and also access to real time job tracker information.

Our aim is to provide both yourselves and your client with quality customer care. We place equal importance in managing the fears and expectations of the policyholder in what is almost always a very stressful and upsetting time given that their greatest asset is damaged.

### 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
- Rapid claims handling
- National Coverage

