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PROMISES

that outline what our clients can expect from us and what we will always strive to deliver.

WE WILL:

1 Conduct all investigations to the highest professional standards.

We call them Courtroom Standards because our work must stand up to scrutiny in any court in the land.

2 Stay within our promised timeframe.

WITHIN 2 HOURS

We confirm receipt of instructions to insurance company.

WITHIN 24 HOURS

Set up file on case management system. Provide client access to specific case. Contact insured to notify them that we have been appointed by their insurance company to conduct an investigation. Appoint appropriate investigator who arranges to interview insured or examine scene.

AGREED TIMELINE

Conduct all relevant interviews/examination.

WITHIN 10 WORKING DAYS

Following QA process copy of report/update to be submitted to insurance company by email.

EVERY 7 WORKING DAYS

Update to be submitted via email until investigation complete.

3 Protect your brand and reputation through our courteous and timely interaction with claimants and other interested parties.

We always act in a non adversarial way to obtain information and check facts.

4 Provide a reasoned recommendation on the next course of action for each investigation.

We understand the commercial nuances of the insurance industry and that our role is to advise you to make quick, cost effective and informed decisions.

5 Always seek the truth.

It's in our DNA.

A NATIONAL SERVICE FROM

