



Oakleafe
BrokerShield™

DOMESTIC & COMMERCIAL SERVICES



Oakleafe
BrokerShield



ABOUT OAKLEAFE CLAIMS

Oakleafe are in the 8th generation of family ownership and have been involved with insurance claims since before World War 1. We are extremely well-regarded across the industry as claims specialists, and retain an enormous amount of experience in all manner of different types of claims. We have a proven track record with a long list of clients who we have successfully assisted with their claims.

Our results speak for themselves and we have built up a reputation for being the first port of call for anyone who needs to make an insurance claim in their home or business. Our approach is highly respected by both domestic & commercial policy holders, insurers, estate & managing agents, loss adjusters and Brokers.



SHIELD PRODUCT RANGE

Oakleafes Shield products offer a patented protection bolt-on for professionals and their clients. Our products are not only claim-related but offer advice and assistance with pre-inception policy setup matters and mid-term policy adjustments to ensure that in the event of a claim, your client is more likely to be compliant with the terms of their insurance and receive their full entitlement.

A bespoke solution for each sector of the professional services market, Shield

products also offer a post-claim service that look after your policyholder. We provide your client with all the specialism that Insurers enjoy at their disposal, but on the claimant's side. We have dedicated individuals and sector-leading specialists looking after your client's interests, giving them total control of their claim.

Our product introduced to your client at inception will also be revenue-generating for you whilst adding a service to compliment your own.



RESELLER SERVICE

The BrokerShield™ service includes free claims handling up to the agreed value of the pre-paid service.

Any settlement achieved in excess of the threshold shall be at the % stated, and remuneration is only due on a success fee principle from the client.

BrokerShield™ Plus (Commercial Claims)



BRONZE



SILVER



GOLD

**Free Claims
Handling Up To**

£20,000
**8% Claim
Fee after**

£30,000
**7% Claim
Fee after**
Rebuild Cost
Assessment

£40,000
**6% Claim
Fee after**
Rebuild Cost
Assessment
+ Healthcheck

BRANDED CLAIM GUIDE



**BROKER
COMPANY
NAME**

01

Claim Help On Your Side

Call Oakleafe Claims 24-Hour Helpline

DEDICATED NUMBER

Oakleafe are [COMPANY LOGO] claims management partners - who are on your side in the event of a claim - we will handle the whole process for you.

We are your Professionals who will liaise with your Insurance company and their representatives to ensure you receive your full entitlement.

02

Mitigate

Take advantage of any reasonable opportunity you have under the circumstances to reduce or minimise additional loss or damage.

Remember: You are legally responsible for ensuring there is no danger to the public or anyone entering the property.

03

Notifying Your Insurance Company

Oakleafe will assist with this. Insurers will have a unique emergency number that can be called throughout the year.

What Next?

The insurance company will appoint a Loss Adjuster. They work on behalf of the insurance company to investigate your claim.

Oakleafe are there to help **you** and will take control of the process to prepare and present the claim to Insurers on your behalf.





CLAIMS MANAGEMENT



Your clients will receive a free claims service up to the limits of the chosen scheme. We support policyholders immediately at the point of notification, which is when they need support, not after liability has been accepted, unlike some insurance-backed claim solutions. We will manage all meetings, policy interpretation, quantification, presentation and negotiation of the claim.

Our involvement ensures your clients claim achieves its full entitlement through professional representation throughout.

Your client has access through us to all the professionals that Insurers have on their side, such as surveyors, business Interruption specialists, contractors and claims Assessors.



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POLICY HEALTHCHECK

We will survey the property and report on areas of concern with regards to conditions or warranties contained within the insurance policy likely to cause a problem in the event of a claim. It is these warranties and conditions that threaten the validity of a claim if they are not adhered to.

This product will educate a Policyholder to improve the general understanding of their insured position. It compares policy contractual requirements against actual perils at the insured location. It will aid a Policyholder or Broker at Inception, mid-term or renewal.





REBUILD COST ASSESSMENT FOR BUILDINGS



Oakleafe are the only RICS-accredited claims management company in the UK. We can therefore support Brokers and their Policyholders with advising on their building sums insured

Remember that no two properties are the same, and the total rebuild costs for every type of building will be different.

Calculations can be complex; correct rebuild costs usually equate to more premium as most people undervalue this aspect.



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CLIENT CLAIM PORTAL

Track a claim easily with ClaimTrack, our secure, cloud-based claims tracking portal that keeps you and your customers up to speed on their claims progress, 24/7.

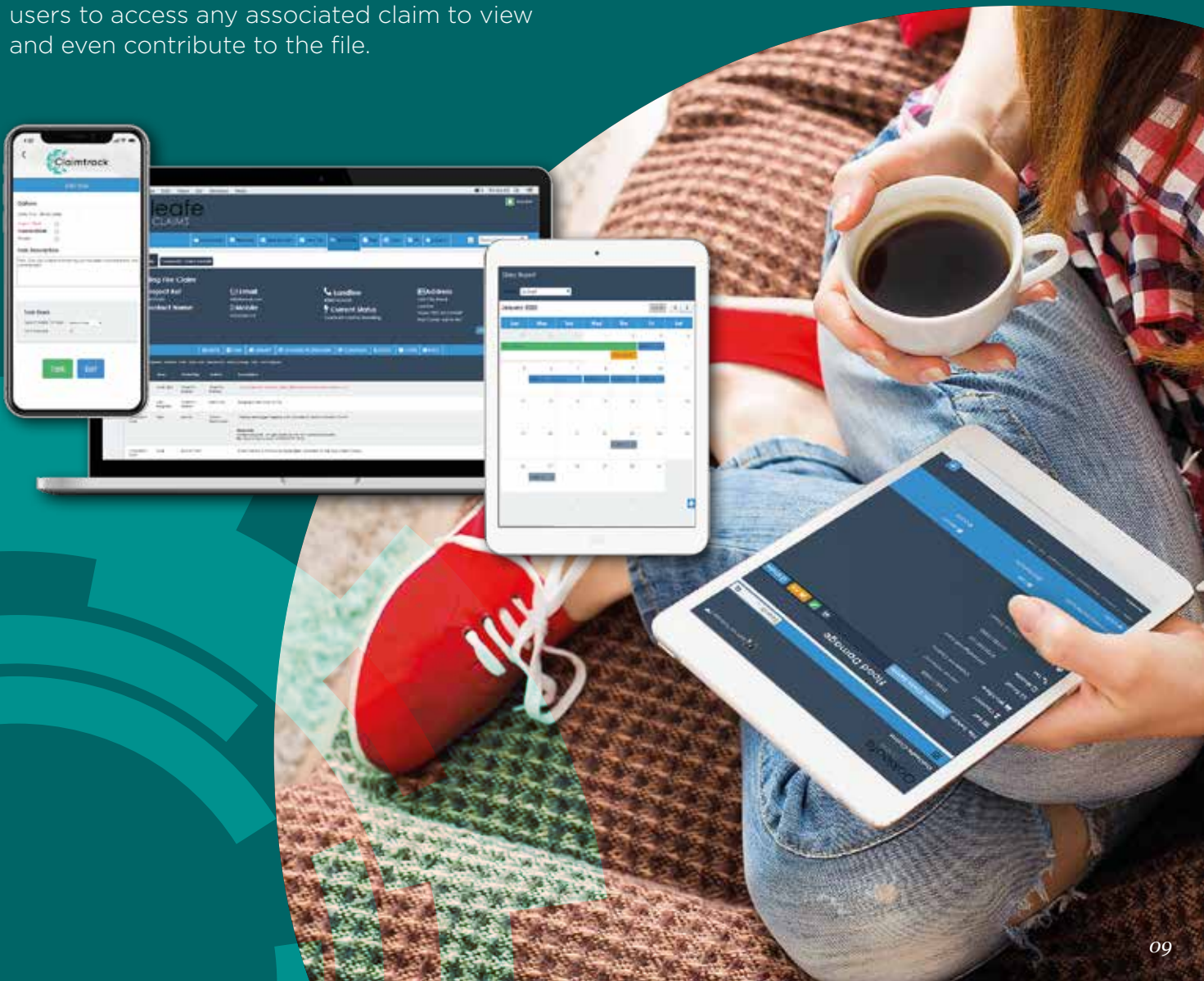
Claimtrack is a powerful workflow claims management portal that gives access to all stakeholders via an online portal from any internet-enabled device.

It streamlines processes, improves efficiency and ensures a better service to policyholders. The management system is completely transparent on purpose, allowing users to access any associated claim to view and even contribute to the file.

Tasks, notes, costs, media, documents and all communications are in one digital area.

Authorised users are kept up to date with live management information, which stops miscommunication and promotes activity.

Brokers can view their commission statements, the claim progress and access communication summaries.





PROFESSIONALS & CONTRACTORS

During the claim process, it will be necessary to rely on other professionals to support the claim presentation and quantification. We can offer a complete end-to-end solution for all these needs from FNOL to completion.

Surveyors, decontamination specialists, drying out experts, forensic services, contractors, storage & removals and

alternative premises providers are just some of the network solutions that work with us regularly to achieve the optimum settlement for your client. This allows us to deal with every aspect for the Policyholder ensuring a single, seamless, end-to-end solution.

Our award-winning products will fill the gaps in the marketplace by supporting all property or business owners with pre and post-loss services. The partnership generates revenue for you through an introducer fee based on our own income from the process.

We specialise in providing a network of surveying services to Policyholders and other Insurance professionals across the UK.

Peritus offers a comprehensive Surveying service with unrivalled access to multi-disciplined Surveyors and Engineers across the UK to look after the claimants interests.

Our Industry specific Professionals have the experience and technical knowledge necessary to assist with the most complex building matters.



100%
Customer
Satisfaction



100
Access to
Team Members



500+
Claims Managed
Annually



peritussurveying.com



**NATIONAL
CONTRACTOR
NETWORK**

The **NCN** Difference

NCN is one of the UK's premier Insurance repair contractor networks.

We provide bespoke managed reinstatement and mitigation service through their network of accredited Insurance approved contractors. They are FMB and Trustmark accredited.

POLICYHOLDER DRYING & RESTORATION SUPPORT

Response are a national network of independently operated drying, decontamination and restoration contractors.

They hold full BDMA, Tria Prima and Dewpoint accreditations.

They will help restore and rebuild following an insured peril. The network connects policyholders with experienced professionals and resources to restore the property after damage, whether it is from fire, water storms or other disasters.

We are able to liaise with Insurers and manage all aspects of your client's claim to include:

- Decontamination
- Surveying Services
- Reinstatement
- Mitigation
- Trace & Access
- Drying



www.oakleafe.claims



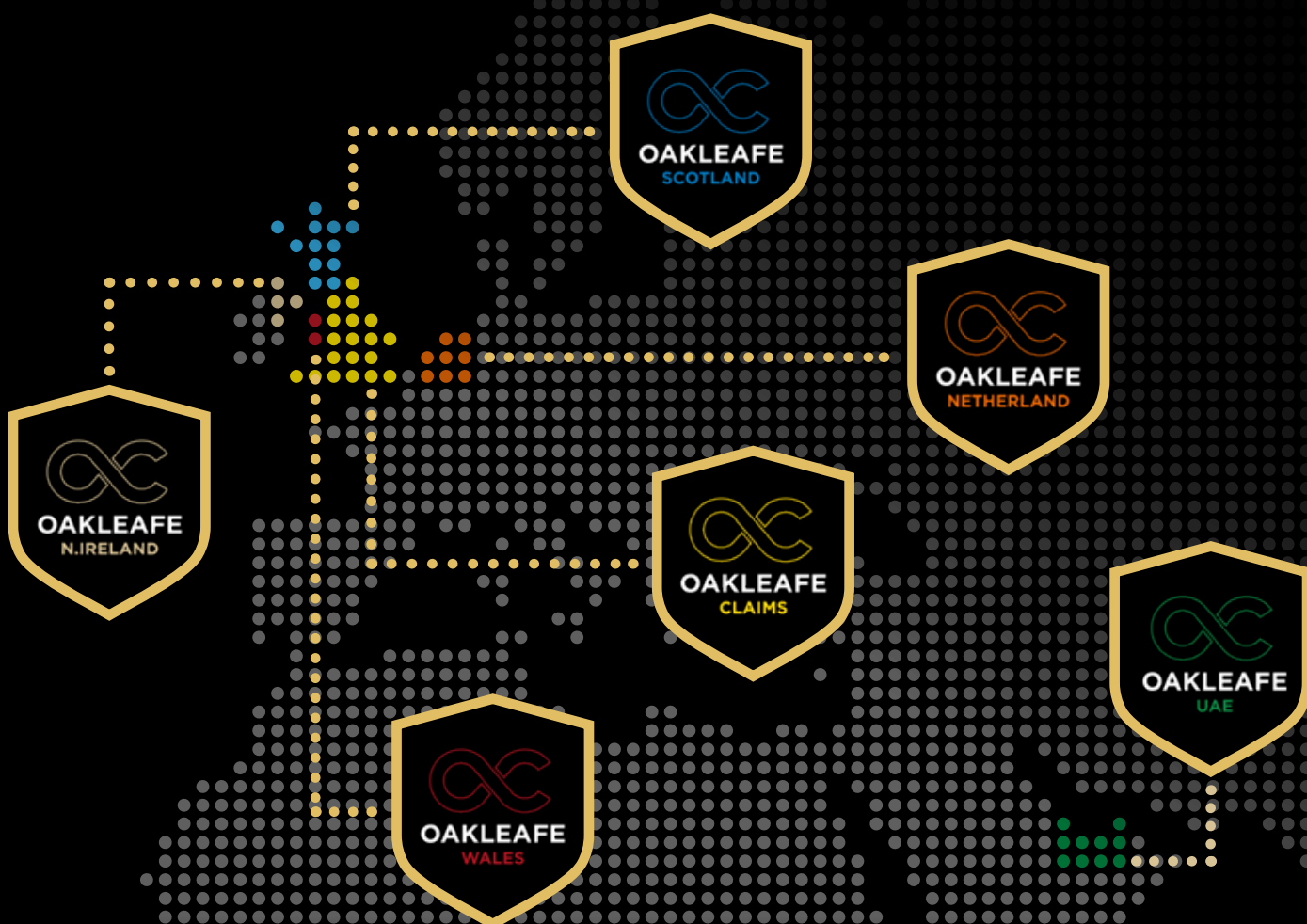
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**OFFICES IN BELFAST, CARDIFF,
GLASGOW, LONDON, MIDLANDS
DUBAI & ROTTERDAM**



THE INSTITUTE OF
PUBLIC LOSS ASSESSORS

