

CASE STUDY

Making a claim

Was the experience positive or a nightmare?



How Russell settled an insurance claim successfully.

One of the key benefits of having an Insurance Broker is professional, experienced, assistance when the worst happens and you need to make an insurance claim. Here is a good example.

We have many Business and Private Clients who own property portfolios. We handle a range of property insurances for them and in turn, they use Managing Agents to look after the day to day running of the property portfolios.

Over 12 months ago, Russell reviewed a large property portfolio for one such client. Russell had an in depth discussion of what they were looking for and what they expected from their insurance policy.

It transpired that previously the company had suffered damaged to their property. Their Insurance Company had settled the claim for the damage but would not cover the costs incurred by the Managing Agents for their time spent handling the claim.

As the client was unhappy with this, Russell was able to negotiate with a major insurance company and tailor a more suitable policy which precisely met the client's needs and requirements.

Into the first year of the new tailored insurance policy the client had to make a claim for water damage to one of their properties. Once the claim was settled by the insurance company the Managing Agent submitted a bill of over £3,000 for their work involved in dealing with the claim. We were told by the Insures Loss Adjuster that this was not covered in the terms and conditions of the policy as insurers do not normally pay agents fees. Mathews Comfort immediately challenged the Insurer as based on our tailored policy, cover was provided.

The Insurance Company looked again at the policy, admitted their mistake and promptly settled the Managing Agents fees. Our knowledge of the Insurance market and our understanding of our client's circumstances ensured that the claim was fully covered.

So to make your insurance claim a positive experience why not use an Insurance Broker who understands your circumstances and the policies that they are recommending.

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