



BrokerAid

the complete claims solution for you

Choice, flexibility
and great customer
service

At MA Group, we believe that **your customer is our concern.**

With over **20 years of experience** in claims management for leading UK insurers and brokers, we have developed a specific service for brokers that offers a **flexible claims solution** that ensures your customers receive **exceptional customer service** that consistently delivers an **NPS of over 70%.**

Our **BrokerAid** solution delivers a **comprehensive menu of property claims services** that range from initial validation, through to repair and full project management, through our dedicated central **Broker Hub** supported by leading edge technology.

Broker Hub

For you and your customers we have a dedicated team of **experienced and CII qualified** claims handlers and validators in **the Broker Hub.**

This Hub provides the **sole point of contact** for all aspects of any claim we are appointed on.

With **flexible communication** options and access to **real time information**, this team ensures that the needs of the customer are fully understood. They make sure all claims are managed effectively to ensure a positive outcome for the customer and a better chance of a **policy renewal** for you.

Bespoke in-house
claims management
software

To fully support our service, we have our own bespoke claims management software that is used throughout the claim, from FNOL to completion, to proactively **drive the claim forward** and ensure it is fully controlled.

- > Our field technology supports accurate and fair scoping, the capture of digital footage as well as immediate transfer of data.
- > We can provide you with real time access to your claims providing complete transparency **24/7, 365 days a year.**

HIRE is our **online self service software. This can be used** by your customers or claims handlers.

Ideal for smaller claims, it collects information and photographs on the claim and creates a priced schedule of works that can be used for desktop validation or cash settlements.

This easy to use service is convenient for customers and reduces operational costs.



Truly customer-
focused,
integrated
approach in
managing your
claims



Through **BrokerAid** we can offer a market leading service which will:

- > Ensure your customers receive a **fair settlement** and the **best possible service.**
- > Reduce claim lifecycles and **remove hassle** for all.
- > **Control costs** to protect customer premiums and your commercial agreements with underwriters.
- > Help drive **customer loyalty** and add value to your brand.
- > Provide **transparency and clarity.**

BrokerAid

the complete claims solution for you

Extra and after care

We provide more than just a claims service and have created additional, optional solutions that support your customers and add value to your business.

> **Property care MOT**

A robust assessment to identify risk mitigation, general improvements and flood resilience options to help improve your customer's property.

> **Retail discounts**

Access to a huge number of discounts at recognised UK high street retailers including all the leading home improvement stores.

> **True advice and support**

If a claim is repudiated we will provide your customers will a clear understanding of what needs to be done to fix the issue, and how much this should cost, so they are in the know.

> **Value at risk**

Highlight under insurance to your customers and enable you to adjust the premium accordingly, mitigating any future issues.

Friendly, well-
equipped
customer
service team

TrustMark
accredited
contractors



We manage
property claims of
all sizes and can
offer a fully **white
labelled** solution
to meet all your
needs.





MA Group

World class service

Core claims service

With over 20 years' experience in claims management we have developed a complete range of services which is delivered through independent group businesses and carefully vetted supplier partners. These core services include.

- > First Notification of Loss (FNOL)
- > Property drying, clean up and restoration
- > Surveying and validations
- > Building reinstatement and repairs for all trades
- > Contents and flooring
- > Subsidence
- > Asbestos testing and removal
- > Desktop and on-site validation services
- > Tenders and project management
- > Structural engineering and surveying
- > Emergency mitigation

Our independent group businesses that provide our overall claims solution:

Virtus Validations

A surveyor led option with a fresh approach to ensuring claims are validated and settled on a fair basis, seamlessly linking in with fulfilment options where desired.

MA Assist

A national network of Trustmark approved specialists in building repairs, restoration, refurbishment and property improvements.

Cipher Build

A wholly owned building company operating in the South East.

Cipher Professional

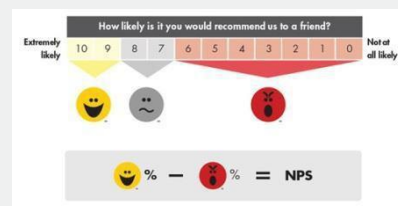
Management of larger and complex building projects and tenders.

Net Promoter Score

MA Group measures the NPS of contractors on a daily basis as part of a continual cycle of process improvement to **maximise customer satisfaction.**

Every month, MA Group publishes the NPS for the month on its website at <http://www.maassist.com/net-promoter-score/>

Our contractors consistently achieve monthly overall **NPS of over 70%**, demonstrating the delivery of a **world class service.**



We measure every job for speed of repair and for the customer's views on quality, professionalism, our communications and respect for their home, and their overall satisfaction of the work we are carrying out on your behalf.

MA Group contacts all detractors to understand the reasons for their dissatisfaction. If the issue can be addressed immediately then we take action to resolve their problems straightaway.

The data from detractors is collated and analysed for trends and we share the results internally and with contractors.

We also believe in:

- > **Openness and transparency** - we welcome audits by, and sharing of data with, clients.
- > **Flexibility and simplicity** - no matter how many of products and services you use you will only receive one invoice.
- > **Added value** - from emergency call outs to training and support for broker staff.
- > **Reduced bureaucracy** - we provide innovative technology to help make our partners more efficient and focused on the job.

And we know that you and your customers, expect the best possible service.

That's why we promote a **partnership approach**, including transparency in all our dealings, regular management reviews, careful demand and capacity planning, performance rating and rewards for excellence.

A strong performance management culture, based on risk and reward



Contact us today

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"Our business is built on a strong set of core values which underpin everything we say and do. Our values inspire our excellent people. They inspire our ideas for innovation. They inspire the way we design our processes. Call us and let us show you what we mean."

Paul Hayman, CEO,
MAGroup Limited