



CLAIMS

by **sentient**

0800 0855 134





CLAIMS⁺

by **sentient**

When a catastrophic incident hits your business, you need the peace of mind that you have experts on side to support you every step of the way.

CLAIMS+ by sentient is a premium loss mitigation product offering unrivalled access to disaster recovery and claims management support from the moment disaster strikes.

Encompassing the four pillars of **CLAIMS+**, we support you from immediate disaster recovery through to final settlement. **CLAIMS+** gives you all-in-one access to minimise disruption & secure a positive claims outcome.

the four pillars of
CLAIMS



pre loss mitigation



disaster recovery



reinstatement project
management



claims presentation
& settlement



pre loss mitigation

Through key strategic partnerships we can offer access to discounted products and services to mitigate and minimise potential future losses, such as

- Flat roof surveys
- Digital leak detection technology (products and installation)
- Professional assistance with Business Continuity Planning
- Building surveys and sums insured assessments



disaster recovery

Through our key strategic partnership with Polygon, the UK's market leader, you will have 24/7/365 access to disaster recovery experts with genuine UK wide coverage. With expert damage management and loss mitigation advice within 1 hour of first contact and site visits guaranteed within 24 hours max, you'll never need to feel isolated in your hour of need.

We respond to all types of damage to buildings, machinery, electronic equipment and documents caused by:

- Fire
- Explosions
- Burst pipes
- Storm
- Sewage
- Flooding
- Impact
- Bio-fluids

Our experts work to industry standard fees to ensure a minimum of fuss when it comes to insurer approval of works. Our expertise includes (but is not limited to):

- Structural decontamination
- Drying & dehumidification
- Restoration
- Leak detection
- Hard surface repair
- Electronic decontamination and restoration
- Document restoration
- Machinery decontamination and restoration
- Corrosion stabilisation
- Climate control
- Odour removal and control
- Strip out, disposal and storage

What's more, our partners at Polygon have national coverage, giving you access to the support you need quickly, wherever you might be. With bases covering the whole of England, Scotland, Wales and Northern Ireland, you have the peace of mind that we can get to you rapidly when disaster strikes to support you through the worst.





reinstatement project management

If your loss is likely to breach **£25,000**, we will provide you with a senior claims professional to project manage the reinstatement of your property. This may include:

- Appointment of any necessary building contractors
- Appointment of any required experts such as surveyors or structural engineers
- Overseeing any reinstatement tender process alongside the surveyor
- Arranging asset restoration where possible (documents/electronics/contents/plant and machinery)
- Timely reinstatement of the property in line with policy coverage to minimise business disruption



claims presentation & settlement

Your assigned claims professional will manage your entire insurance claim, their role will be to:

- Assist with coverage and payment of any disaster recovery works
- Conduct site meetings with You, your insurer appointed loss adjuster and other relevant parties
- Deal with any insurer or loss adjuster queries around sums insured and compliance with policy T&C's to allow indemnity to be granted under your policy
- Negotiate interim payments
- Gather full accounts information and fully prepare any Business Interruption claim on Your behalf
- Collate and inventory all losses to present to insurers
- Negotiate with insurers and their loss adjusters to ensure you achieve full entitlement from the insurance policy





CLAIMS

Benefits to your business

For a small annual fee, your business is buying peace of mind. Should the worst happen, you will have access to unrivalled technical support from specialists in their field. This will minimise disruption to your business and allow you to get back on your feet in the quickest possible timescales.

Talk to your account executive to learn more and access this product.