

Claim Assist
Let us focus on the
claims investigation
so you can focus on
the day job.



**Let our expert team
do the work, so yours
doesn't have to.**



What is Claim Assist?

Claim Assist designs and delivers unique claims solutions for lenders, credit card providers, brokers and insurance companies. Specialising in home improvements, renewable installations and construction projects, we assist finance lenders and brokers when issues have escalated into claims linked to insurance backed guarantees, section 56 or section 75 of the Consumer Credit Act.

Why Claim Assist?

We robustly manage claims spend and quality for our clients, including case management, inspections on site and repair or replacement situations if work is needed. Our Claims Consultancy Service has over 40 years experience dealing with technical, complex and major loss. We specialise in remediation projects linked to large scale ceased to trade situations and legacy business problems linked to the financial sector.

How does it work?

Our technical claims handling teams use a variety of tools to assist in resolving claims, from state of the art technology, to market leading independent inspection solutions and repair and replacement services via the Qure Approved Contractor Network.

The benefits



Partners

Provides a speedy and consistent resolution service for claims.

Minimises claims and remediation costs.

Delivers an integrated solution by connecting claims validation, inspections and remedial services.

Provides access to the Qure Approved Contractor Network.

Reduces organisational reputational risk.

Assists good customer outcomes.

Supports health and safety compliance in repair and replacement situations.

Identifies fraudulent situations.

Reduces problems linked to CMC activity.

Homeowners

Experienced claims handlers work independently with each homeowner.

All works carried out by Qure approved contractors.

Delivers appropriate outcomes for consumers.

Eases the burden on homeowners when things go wrong.

Through use of our approved contractor network, we protect consumers against rogue traders.

Installers

Provides quality remedial/installation work to approved contractors.

Opportunity to contribute to high-standard repairs and installations, backed by an established claims service.

Receive a clear scope of remedial works.

Our accreditations



Chartered Trading Standard Institute

All CTSI ADR approved bodies must meet a strict set of criteria covering expertise, independence, impartiality and conflict of interest. ADR organisations must also act impartially and operate with transparency, effectiveness, fairness and legality with ongoing audits completed by the CTSI.

ISO 27001

Conformity with ISO 27001 means that an organisation or business has put in place a system to manage risks related to the security of data owned or handled by the company, and that this system respects all the best practices and principles enshrined in this International Standard.

ISO 9001

ISO 9001 helps businesses improve services and product quality, reduce waste, lower costs and demonstrates a commitment to quality management and compliance. At the heart of ISO 9001 certification is an effective Quality Management System (QMS) that helps organisations implement consistent, effective processes every time.

Cyber Essentials

Cyber Essentials Certification demonstrates that an organisation is protecting itself by implementing the most important cyber security controls. A team of experts review the scheme at regular intervals to ensure it stays effective in the ever-evolving threat landscape.

Qure Group Ltd is an Approved Body for the provision of Alternative Dispute Resolution with the Chartered Trading Standards Institute, full details of which can be found [here](#).

[Privacy](#)

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[Complaints](#)

[Conflict of interest](#)

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