

Money Assist
Resolving money
disputes in a fast
and friendly way.



There are easier ways to deal with the challenges of outstanding balances.



What is Money Assist?

Money Assist is the UK's only service that utilises professional mediation techniques to resolve situations where payments are owed by consumers to home improvement installers (where no credit agreement is in place). This service is tailored specifically for the home improvement and renewables sectors.

Why Money Assist?

Our experienced Dispute Resolution Officers specialise in handling home improvement and renewables cases, providing a deep understanding of the unique challenges in these industries. Money Assist helps installers recover owed funds in a fair, efficient manner, often avoiding the need for costly legal actions or prolonged disputes.

How does it work?

When payment issues arise, installers can escalate cases to Money Assist, where each case is thoroughly reviewed before our team reaches out to involved parties to initiate mediation. Money Assist is available on a case-by-case basis, with no joining fees, membership, or ongoing costs, allowing installers flexibility without long-term commitment.

The benefits



Partners

Reduces reputational risk for organisations with networks.

Adds value to membership/network propositions.

Reduces the need for organisations with networks to deal with complaints.

Assists good customer outcomes.

Saves organisations with networks the costs of dealing with disputes.



Homeowners

Support customers through the process.

An alternative to the parties needing to use the court system, and avoiding costly legal fee's and litigation.

Provides an opportunity to talk to experts in their field.

Offers a chance for homeowners to fully explain their issues.

Achieves a resolution to what can quickly become a worrying situation.



Installers

Delivers faster resolution times.

Improves cashflow by reducing aged debt.

Delivers a recovery process via non adversarial methods.

Increases the chance of successful recovery.

An alternative to the parties needing to use the court system, and avoiding costly legal fee's and litigation.

Helps maintain reputational integrity.

Our accreditations



Chartered Trading
Standards Institute
ADR Competent Authority



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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[T&Cs](#)

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[Complaints](#)

[Conflict of interest](#)

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