



CLAIMS ALLIANCE



SUPPORT WHEN YOU AND  
YOUR CLIENTS NEED IT

Stringent requirements from the Financial Services' Authority have lead insurance brokers to recognise the benefit of forming an alliance with other professional bodies to prepare and administer clients' claims.

*Thompson & Bryan have offices throughout the UK and are fully equipped to provide immediate attendance on site.*

It's important to ensure that your clients receive excellent advice during the aftermath and confusion that normally follows a loss. Thompson & Bryan's **Claims Alliance** scheme is a handling facility that is tailor-made to assist brokers and their clients when it comes to resolving claims.

Brokers are very experienced in advising clients on general claims' procedures and quantification of claims but when it comes to more complex losses the complications involved call for additional expert advice. Thompson & Bryan were established in 1867 and as a result have 140 years' experience in formulating and negotiating claims by acting solely for the Insured. Our highly qualified and technically astute staff can ensure that claims are dealt with quickly and efficiently with your clients' best interests in mind.

If you decide to work with us under our **Claims Alliance** scheme, you and your clients will have valuable access to trained staff with all the technical expertise required to handle the four main areas of claim - **Buildings, Machinery & Contents, Stock and Business Interruption.**

On your instruction, our staff will attend site to meet with you, your client and the loss adjuster, who will have been instructed by the Insurers. It is important to have claims procedures in place as early as possible and one of our team

leaders will co-ordinate all aspects of the claim. In order for us to produce the priced claim schedules as required by the policy, the course of action will be as follows:

**Buildings**

Our surveyors will take as much site detail as possible and liaise with any other contractors and professionals who may be involved, such as structural engineers.

**Machinery & Contents**

A thorough site survey and discussion with the client will allow our staff to compile detailed inventories of destroyed or damaged equipment which will then form the basis of the claim.

**Stock**

Where possible, detailed stock-takes will be organised, costings will be analysed and reconciliations will be calculated as appropriate.

**Business Interruption**

We will provide advice on any emergency procedures which should be adopted and any interim expenditure on such items as temporary facilities. Detailed calculations of the loss will be made by analysing historical accounting information and also taking into account your client's future requirements for the business.



[www.claimsalliance.com](http://www.claimsalliance.com)

## What are the benefits of becoming a **Claims Alliance** partner with Thompson & Bryan?

As a broker you will find a number of advantages, including:

- The knowledge that you are dealing with a professional firm of qualified loss assessors with many years' experience in handling claims
- A Team of Claims Dedicated staff fully qualified with professional titles including FCII, ACII, Dip CII, ACIS, ACI Arb, MRICS and MCI OB who conform to the appropriate level of competency required by the FSA
- The assurance that you will be kept fully advised of all developments as claims progress. We recognise that this is a partnership and it is important to you that we are looking after your clients' best interests
- An independent stream of income to ensure your internal costs are covered based on work introduced
- The removal of any potential conflict of interest under FSA regulations
- Relief for you and your clients as the burden of preparing and proving a claim is passed over to Thompson & Bryan. Your clients can now concentrate on the important task of restoring the business.

Our **Claims Alliance** scheme is designed to give you maximum professional input to ensure that your client base is maintained and strengthened.

For further information on Thompson & Bryan's **Claims Alliance** please call **0121 428 4000** or see overleaf for further contact details.





## THOMPSON & BRYAN

Call our National  
**24hr Support Line:**  
**0121 428 4000**

And we promise  
immediate attendance  
on site

### WHY THOMPSON & BRYAN?

- Experts in Loss Assessment with over 140 years of experience
- Working in partnership with you for your clients' benefit
- All claims dealt with by ACII and other qualified staff
- Keeping you updated on progress of claims
- Enhancing your level of service to clients
- Maximise client retention and strengthening of client base
- Independent stream of income
- National coverage through our network of strategically located offices

### OFFICES

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