

Viamed Limited
15 Station Road
Cross Hills
Keighley
West Yorkshire
BD20 7DT

15/02/2023

Claim Number:
202302001109
MA Job Number: 5148590

Insurance claim at: 15 Station Road, BD20 7DT

Dear Viamed Limited

MA Assist – Working in partnership with your insurance company

MA Assist Limited has been appointed by your insurer through their claims validation supplier or team to carry out the works covered under your property insurance claim.

Who are we?

MA Assist is a property claims management company with over 20 years' experience specialising in handling property claims on behalf of the insurance industry. Through our network of vetted and approved contractors we will manage all the building reinstatement works and liaise with any other specialist suppliers to ensure your claim is concluded as quickly as possible.

The Process

The following provides some important information around the claims process;

1. We will appoint a vetted contractor who will contact you within 24 hours to arrange a suitable date and time to visit your property to check the surveyor's scope of works and discuss any material choices.
2. Based on the scope of works being correct the contractor will then agree a start date with you, taking into account any material delivery timescales and also your preferences.
3. If for any reason the scope of works needs to be amended the contractor will make us aware. In most cases we will be able to review this very quickly, however any change to the scope will need to be approved by your insurer.
4. If you need to confirm any dates during your claim, please call us on the number on the letter. If you have any questions about the scope of works or values, please speak to your insurer directly.
5. In preparation for the works please clear the room of any valuable items and the contractors will use protection for larger items such as sofa. Please let us know before the works start if this is an issue.
6. Your policy may have an excess and we will let you know if this needs paying and how. This should be paid prior to any works starting as part of your contract with your insurance company.
7. Upon completion of the work we will ask you to complete a Customer Satisfaction Questionnaire and normally we will also call you to confirm that the work has been completed and you are satisfied.

Contact us

If you have any questions about your claim, the repair work, or need to change any arrangements please contact us on:

0333 006 7429

(Office Hours: Monday – Friday 9:00am to 5:30pm)

claims@maassist.com

(We aim to respond within 24 business hours)

Yours sincerely



Jorge Gonzalo | Managing Director

For and on behalf of MA Assist Limited

MA Assist Limited | 66 High Street, Aylesbury, Buckinghamshire HP20 1SE

Tel. 0333 006 7429 | **www.magroup-property-claims.com**

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