



## KEY FACTS: SERVICES FOR BROKERS

*...working in partnership  
providing AssuredRepairs*





- > We have developed a repair service tailored to meet the needs of brokers. Working closely with brokers and insurers we respond quickly, fully manage the claim and carry out all necessary repairs. Our quick, decisive action is already saving our clients time and money.
- > We own and take responsibility for managing the repair. A comprehensive monitoring and tracking facility means high quality repairs are completed on time. And we keep you informed of progress at every stage.
- > We have a team of repair managers and audit surveyors who visit the site to check that work is progressing to plan, answer any questions your customers may have and ensure that the repairs are to the highest standard.
- > All repairs come with a no quibble 12 month guarantee of quality and reliability, providing ultimate peace of mind.
- > We provide estimates based upon an agreed schedule of rates, ensuring consistency, transparency and competitiveness.
- > Repairs are completed by Oriel repairers, who work to our agreed standards of repair and conduct, ensuring we are always courteous, friendly and easy to do business with.
- > Oriel and our repairers are accredited members of the SAFEcontractor scheme. This means ours and our repairers health and safety knowledge, methods and practices are checked and approved independently on a regular basis.
- > Our repairers cover all trades. In an emergency we provide national repairs 24 hours a day, 365 days a year.
- > We provide services for clients in the insurance and property owners market.

**For any questions you have about a repair or if you would like more information about Oriel, please contact us on Tel: 01902 396085 Fax: 01902 786737 or email [brokers@oriel.co.uk](mailto:brokers@oriel.co.uk)**