



BAKER & CO

INTERNATIONAL LOSS ADJUSTERS & SURVEYORS

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



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## Welcome to Baker & Co.

We are experts in handling insurance claims arising from losses or damage incurred during removals, storage or relocation.

We provide a complete claims management and loss adjustment service, starting from the moment you receive the claim from your customer. We will investigate the claim, organise repairs or recovery, and arrange payment. Or we can tailor our service to meet your needs, simply providing extra resource for one or some of these stages.

## Why you should choose Baker & Co:

- **Fast, expert, competitive service**
- **Cost-effective, innovative solutions**
- **Specialists in removal, storage and relocation claims**
- **We can accept and manage claims from all over the world, 24 hours a day**
- **International network of skilled, experienced adjusters**
- **Our secure online network lets you check on the status of any claim at any time**





**BAKER & CO**  
INTERNATIONAL LOSS ADJUSTERS & SURVEYORS

## Our Goal

To provide our clients with an expert service that saves them time, minimises their losses and enhances their reputation.

### You can trust us to:

- **Protect your reputation** – we will always do what we promise
- **Keep your customers satisfied** – we'll look after them even better than you do (if that's possible!)
- **Save you money** – we'll manage each claim as fast, efficiently and cost-effectively as possible.

**We'll work hard to minimise your losses and maximise your profits.**







## Our Market

We are highly-experienced specialists in dealing with UK and worldwide claims arising from:

- **Removals**
- **Storage**
- **Relocations**
- **Military relocation**
- **Marine cargo**
- **General household**





## Our IT Platform

Our secure, user-friendly Claims Tracker network lets you keep track of your ongoing claims at any time during the process. It provides real-time information and tailored management information reporting to keep you up-to-date with the current status of your customers' claims.

- Your customer makes a claim
- You refer the claim to Baker & Co
- We enter the details into Claims Tracker
- We pro-actively manage the claim and keep Claims Tracker updated with progress reports and new information
- Claims Tracker displays the information clearly so you can log in and view progress at any time, 24 hours a day.







## Confidentiality & Security

We will treat any personal information about your customers as totally private and confidential between you, your customer and us. This information will remain confidential even after the claimant is no longer your customer, or you are no longer a client of Baker & Co.

We will not give anyone else any personal information about your customers except:

- When they ask us or give us permission;
- If we have to because we are a Member of FSA; or
- If we have to by law.



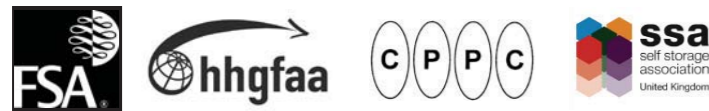


## Association Membership

We believe that our membership of industry associations and institutions helps us to provide you with a better service because:

- We keep absolutely up-to-date with changes in regulations and methodology
- We learn about new solutions and technology which could make our service even more efficient and cost-effective
- It protects you by safeguarding standards within the industry.

We are members of:







## Claims Management Service

Investigating claims is very time consuming, and can divert your staff's time and attention away from your long-term strategic goals.

We'll provide you with full claims reporting throughout the progress, and you can view the status of your claims 24 hours a day on our secure online Claims Tracker.

You can also call our 24-hour emergency helpline if you have an urgent query or request.

### Let us manage your claims for you

We can take care of your claims from start to finish, including:

- **Inspections**
- **Assessment**
- **Valuations**
- **Repairs**
- **Replacement service**
- **Recovery and salvage**
- **Payment.**





## Claims Partner Service

Our flexible service can be tailored to suit your needs, so you can outsource:

- Your entire claims department
- Any over-capacity during busy periods
- Any specialist storage, removal or relocation claims.

Our comprehensive claims management service can include all or any of this:

- Dedicated claims manager for each account
- Managing all claims from start to finish, including inspections, assessment, repairs, replacement, recovery and salvage
- Access to our international network of adjusters, investigators and repairers
- 24-hour emergency helpline
- Online client reporting, claims tracking and claims history system
- High-level management reporting and account reviews.







## Reporting and Online Support

We'll provide you with regular loss control information, giving you up-to-date data on claims trends and any other vital analysis you need in order to assess renewal premiums.

We'll also provide management information to support your overall risk management and underwriting strategies.

Plus, you and nominated members of your team can keep track of your claims at any time on our secure online Claims Tracker.







## The benefits of working with Baker & Co

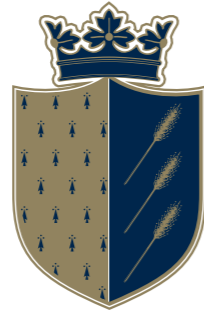
As your working partner, we will provide total support for your claims management operations, and will help your claims department to:

- Reduce time spent on investigations
- Increase profitability
- Minimise losses
- Maximise repairs rather than replacements
- Cut costs and gain a real competitive edge.

We provide:

- Fast, expert, competitive service
- Cost-effective, innovative solutions
- Rapid, accurate reporting
- Clear accountability
- Flexible outsourcing and partnership options
- International network of skilled, experienced adjusters
- A secure online network so you can check on the status of any claim at any time.





# VIP REPAIR SERVICE

Now you can feel confident that your customers' broken or damaged goods will be repaired by proven experts and craftsmen.

## **Emergency Repairs**

Our rapid response team provides a full range of emergency call-out services, 365 days a year.

## **Guaranteed**

All work carries a 12-month guarantee.

## **Clear accountability**

We take full ownership of every job and will give you a named point of contact for the whole process.

## **Keep track of progress**

Our entire supply chain is networked, so you can access our secure online system to check on progress at any time.

## **Expertise**

Our specialist repairers can handle antiques, fine furniture, office equipment, electrical appliances and household goods. We also cover flooring, external walls, driveways and asbestos collateral.

