

An aerial, top-down view of a winding asphalt road with several cars parked and driving. The road is surrounded by lush green trees and vegetation. The scene is set against a dark blue background.

MB&G INSURANCE



Dreams


Report Assessment – Ordering Small Parts

31.10.24

Report Assessment - Ordering Small Parts

1 Click "DOCUMENTS"

		Claim Reference ⓘ	445956	
		FNOL Reference	 FNOL036996	
Structure Beds 2nd to 8th year warranty		Notification Date	11/10/2024 	Incident
		Order Date		Delivery

PARTS	ESTIMATE LABOUR	PAYMENTS	NOTES	TASKS	DOCUMENTS	HISTORY	API
					Repair		
					Action	Non DTA Process	
					Fraud Check Complete	No 	
					Specific Requests / Directions		

09/2024
le

2 Click "Open"

DETAILS	PARTIES	ESTIMATES	ESTIMATE PARTS	ESTIMATE LABOUR	PAYMENTS	NOTES	TASKS	DOCUMENT
Sender <input type="text"/>								
<input type="checkbox"/>	OPEN	DESCRIPTION	FILE NAME					
<input type="checkbox"/>	Open	Report - 3442719	Report - 3442719.pdf					
<input type="checkbox"/>	Open	MB&G Insurance - Your Dreams Claim - Appointment Requested	MB&G Insurance - Your Drea					
<input type="checkbox"/>	Open	MB&G Insurance - Your Dreams Claim - Assessing Claim	MB&G Insurance - Your Drea					
<input type="checkbox"/>	Open	Customer Acknowledgement Email	Customer Acknowledgemen					
<input type="checkbox"/>	Open	Declaration	Declaration.pdf					

3 Use the information from the "Issues found" section of the report to determine the outcome of your claim.

ISSUES FOUND

ISSUE 1

ITEM: OTTOMAN BED

ISSUE CODE: **MANUFACTURING DEFECT**

SUB CODE: **BED FRAME ISSUE**

TECHNICIAN'S FINDINGS:

On arrival the customer reports that the bed will no longer hold in the upright position and creaking

LIABILITY EXPLANATION:

This is due to defective bed pistons

ACTION TAKEN:

I have carried out inspection and found the bed pistons are weak not supporting the weight to hold the bed in the raised position I found fixings loose which is causing creaking to rectify this parts are required 2 x bed pistons as shown. A further visit with 100 mins time allowance will be required to fit two new bed pistons and tighten bed fixings the customer awaits further contact service open

FAULT OUTCOME:

PARTS REQUIRED - CUSTOMER HAPPY TO PROCEED

REPORT CONCLUSION:

Customer is awaiting further contact from the retailer in regards to what action will be taken.

4 Click "DETAILS"

Claim

Policy Holder	<input type="text" value="Mr P Fitzgerald"/>	Claim Re
External Ref No	<input type="text" value="349A005056/1"/>	FNOL Re
Cover Level	<input type="text" value="Dream Cover Structure Beds 2nd to 8th year warranty"/>	Notificat
Underwriter	<input type="text" value="Novus Underwriting"/>	On
Vulnerable?	<input type="text" value="No"/>	

DETAILS PARTIES ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS DOCUMENTS

Sender

<input type="checkbox"/>	OPEN	DESCRIPTION	FILE NAME
<input type="checkbox"/>	Open	Report - 3442719	Report - 3442719.pdf

5 Set the cause to match the fault type

Fault Detail	<input type="text" value="Hinges / Fixings"/>	Fraud Check Complete Specific Requests / Directions:
Fault Description	Date Fault Noticed: 12/09/2024 Fault Description: Bed creaking on one side	
Cause	<input type="text"/>	
Cause Description	<input type="text" value="Maintenance or Care Instructions not followed"/>	
Emmiera Instruction Code	No Fault Found	
Emmiera Instruction	No Mattress Protector	
	No Valid Cover	
	Not Reported to Us Within 7 Days of the Incident	
	Product Being Kept in Storage	
	Products Used for Rental/Sublet or Commercial Purposes	
	Removal of Odours	

6 Set the repair to "Furniture repair"

<input type="text"/>	Action	
<input type="text"/>	Fraud Check Complete	Appliance Product Recall
<input type="text"/>	Specific Requests / Directions	Appliance Repair
		Appliance Settlement
		Breakdown No Action
		Cancellation
		Cycle Repair
		Cycle Replacement
		Cycle Replacement & Cycle Repair
		Furniture Repair
		Furniture Replacement
		Gadjet Repair

TONS ARE WEAK NOT
POSITION

infirm in report that the
s, please note that small
covered items under the

7 Click "ESTIMATES"

Claim

Policy Holder	<input type="text" value="Mr P Fitzgerald"/>	Claim Re
External Ref No	<input type="text" value="349A005056/1"/>	FNOL Re
Cover Level	<input type="text" value="Dream Cover Structure Beds 2nd to 8th year warranty"/>	Notificat
Underwriter	<input type="text" value="Novus Underwriting"/>	On
Vulnerable?	<input type="text" value="No"/>	

DETAILS PARTIES **ESTIMATES** ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS DOCUMENTS

8 Copy the claim number

Search

ir warranty

Claim Reference 445956

FNOL Reference FNOL036996

Notification Date 11/10/2024

Order Date

Incident Date 12/09/2024

Delivery Date 14/12/2021

YOUR PAYMENTS NOTES TASKS DOCUMENTS HISTORY API

PAYEE(S)	ESTIMATE NO.	JOB NUMBER
ally Homeserve Ltd)	EN199329	445956

9 Click "ADD"

12/09/2024

14/12/2021

Status Open

Position Referred

Reason Assigned to Emmiera

Handler Mary Smith

Next Appointment Date 22/10/2024

+ ADD DELETE EXPORT + AI

DESCRIPTION	ESTIMATE	PAID	OUTSTANDING	PE
First Inspection	£ 48.00	£ 0.00	£ 48.00	

10 Click "Dreams Default"

The screenshot shows a software interface with a dark header bar. Below it is a form with several sections. The 'Party' section is highlighted in purple and contains the text 'Dreams Default'. An orange circle highlights this text. Below the 'Party' section are fields for 'Description' (containing 'MB&G Payment Correction'), 'Number' (containing 'Triage Fee'), and another 'Number' field. Below these is a 'Total' section with two columns: 'Estimate' and 'Payments'. Each column has sub-headers for 'Net', 'Vat', and 'Gross', followed by input fields containing '0.00'.

11 Click the magnifying glass

The screenshot shows a software interface with a dark header bar. Below it is a form with a search bar at the top right. The search bar contains a magnifying glass icon and a close button (X). An orange circle highlights the magnifying glass icon. Below the search bar are several input fields. At the bottom of the form, there is a 'Paid' section with input fields containing '0.00' and '£ 0.00'.

12 Double-click "Emmiera Group (formally Homeserve Ltd)"

The screenshot shows a software interface with a financial breakdown table on the left and a dropdown menu on the right. The table has columns for 'Net' and 'Vat' under the heading 'Estimate'. The dropdown menu lists several options, with 'Emmiera Group (formally Homeserve Ltd)' highlighted and circled in orange. Below the dropdown menu are navigation buttons: '< < 1 > >|'.

Financial Breakdown		
	Estimate	
	Net	Vat
Parts	£ 0.00	£
Labour	£ 0.00	£
Sub Total	£ 0.00	£
Applied		
Repair Excess	£ 0.00	£
Estimate		
Total	£ 0.00	£

- Keylion LTD
- DO NOT USE (Furmanac Group Limited)
- BSSB Furniture Innovation Support
- MiBed Furmanac Limited
- Mr P Fitzgerald
- Dreams
- Wellson LTD
- Emmiera Group (formally Homeserve Ltd)**
- MB&G Insurance Services - Triage

13 Type "Report 2" in the description field

The screenshot shows a software interface for a 'Claim Estimate'. The 'Description' field is empty and circled in orange. Below the form is a 'Financial Breakdown' table with columns for 'Net', 'Vat', 'Gross', and 'Payments'.

Claim Estimate

New Estimate

DETAILS LABOUR PARTS

Type: Dreams Default

Party: Emmiera Group (formally Homeserve Ltd)

Description: |

Job Number:

Estimate Number:

Financial Breakdown				
	Estimate			Payments
	Net	Vat	Gross	
Parts	£ 0.00	£ 0.00	£ 0.00	£
Labour	£ 0.00	£ 0.00	£ 0.00	£

14 Paste the claim number into the job number field

aim Estimate

New Estimate

DETAILS LABOUR PARTS

Type: Dreams Default

Party: Emmiera Group (formally Homeserve Ltd)

Description: Report 2

Job Number: |

Estimate Number:

Financial Breakdown

	Estimate			Payments
	Net	Vat	Gross	
Parts	£ 0.00	£ 0.00	£ 0.00	£
Labour	£ 0.00	£ 0.00	£ 0.00	£

15 Click "LABOUR"

Add Claim Estimate

New Estimate

DETAILS LABOUR PARTS

Type: Dreams Default

Party: Emmiera Group (formally Homeserve Ltd)

Description: Report 2

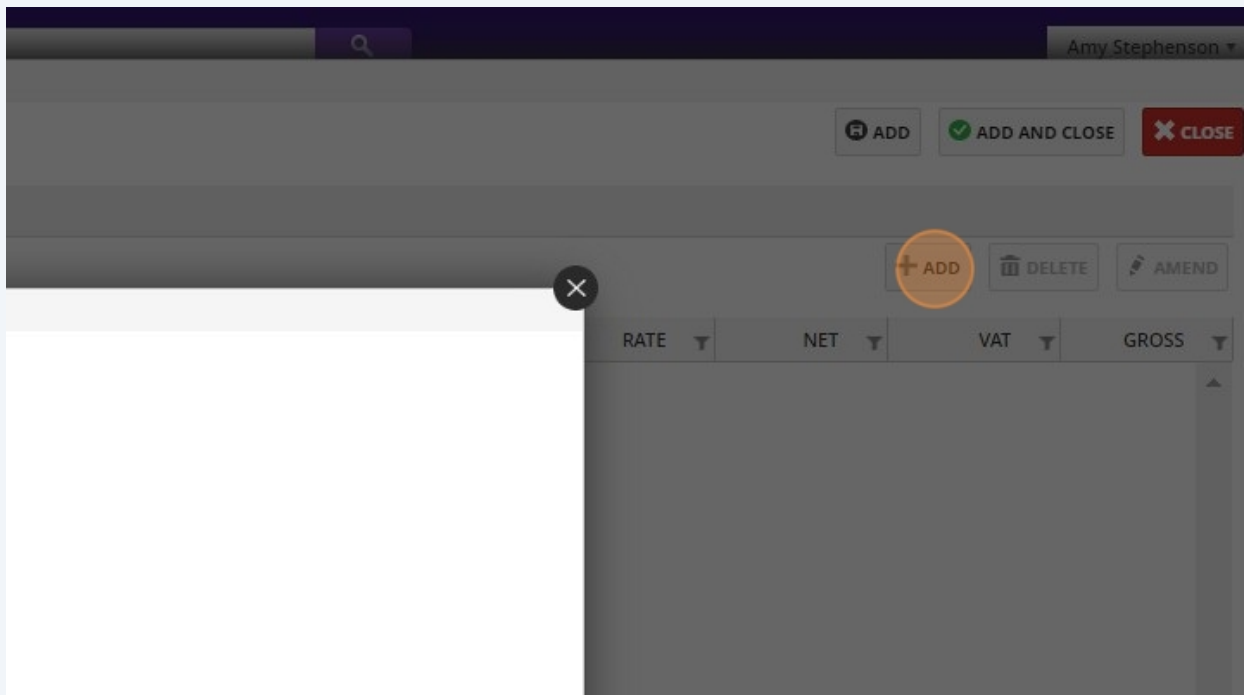
Job Number: 445956

Estimate Number:

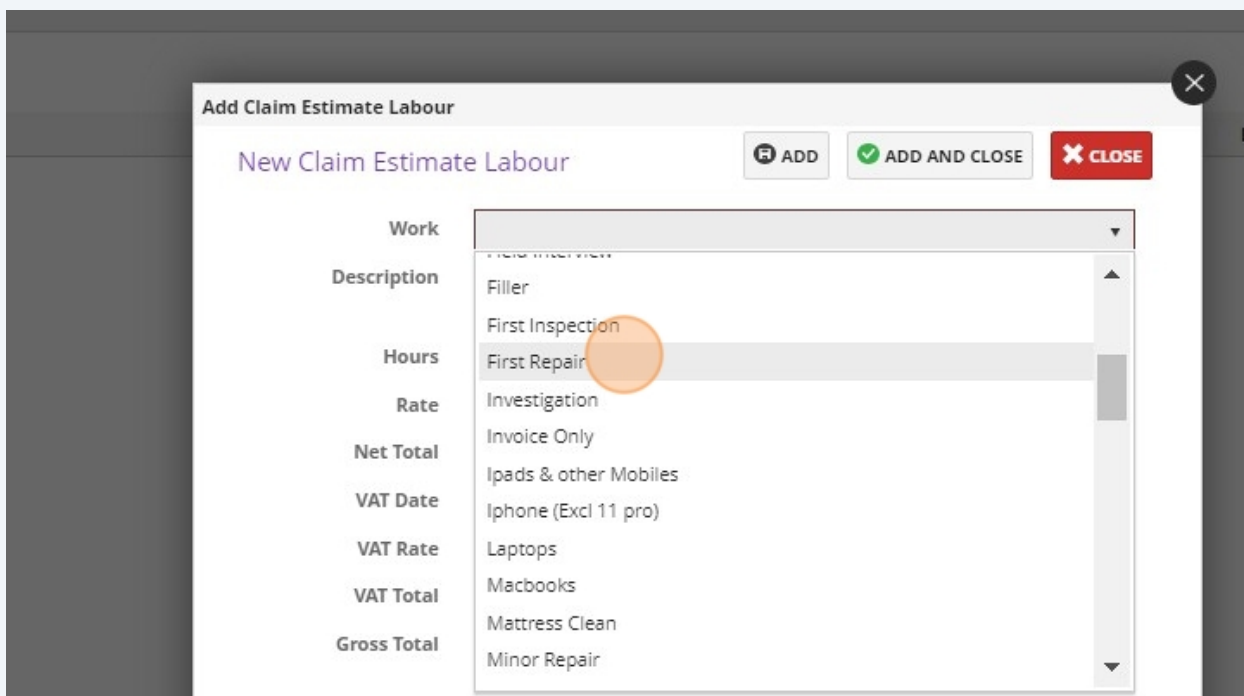
Financial Breakdown

	Estimate			Payments
	Net	Vat	Gross	
Parts	£ 0.00	£ 0.00	£ 0.00	£

16 Click "ADD"



17 Click "First Repair"



18 Type "Repair" into the "Description" field.

Add Claim Estimate Labour

New Claim Estimate Labour ADD ADD AND CLOSE CLOSE

Work: First Repair

Description:

Hours:

Rate: £ 60.00

Net Total: £ 0.00

VAT Date: 25/10/2024

VAT Rate: Standard (20.0000)

VAT Total: £ 0.00

19 Scroll down to the "Additional info" section of the Emmiera report to get the cost for the next job

ADDITIONAL INFO

FURTHER VISIT REQUIRED (Y/N)? YES

ESTIMATED REPAIR/COST TIME: 100 MINS - 90.00+VAT LABOUR ONLY

ESTIMATED PART COST:

COLOUR MATCH SAMPLE TAKEN: NO

CUSTOMER SATISFIED: PARTS ARE REQUIRED

tel: 01384 473000 Fax: 01384 473009 Email: info@emmieragroup.com

Emmiera Group LTD Unit 8, Waterfront Business Park, Dudley Road, Brierley Hill, West Midlands DY5 1LX

Emmiera Group LTD is authorised and regulated by the Financial Conduct Authority (FCA)

Registration No. 502001. VAT No 831 5113 65 Registered in England No. 5042667

Fast and Responsive Service Nationwide

Emmiera Group

DATE: 21/10/2024

SERVICE REPORT REPORT NO: 3442719 ORDER REF: GMBI/445956

20 Paste the price into the "Rate" field

Add Claim Estimate Labour

New Claim Estimate Labour

ADD ADD AND CLOSE CLOSE

Work: First Repair

Description: repair

Hours: 1.00

Rate: £ 90

Net Total: £ 90.00

VAT Date: 25/10/2024

VAT Rate: Standard (20.0000)

VAT Total: £ 18.00

Gross Total: £ 108.00

21 Click "ADD AND CLOSE"

Estimate Labour

Claim Estimate Labour

ADD ADD AND CLOSE CLOSE

Work: First Repair

Description: repair

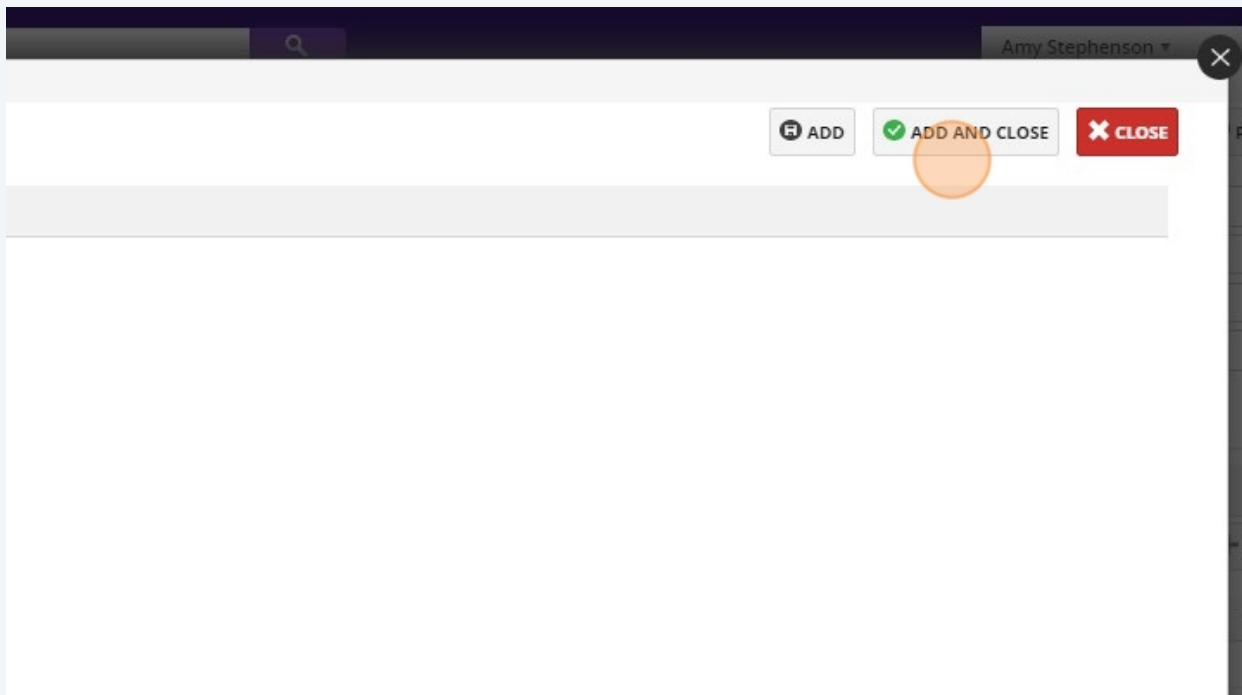
Hours: 1.00

Rate: £ 90.00

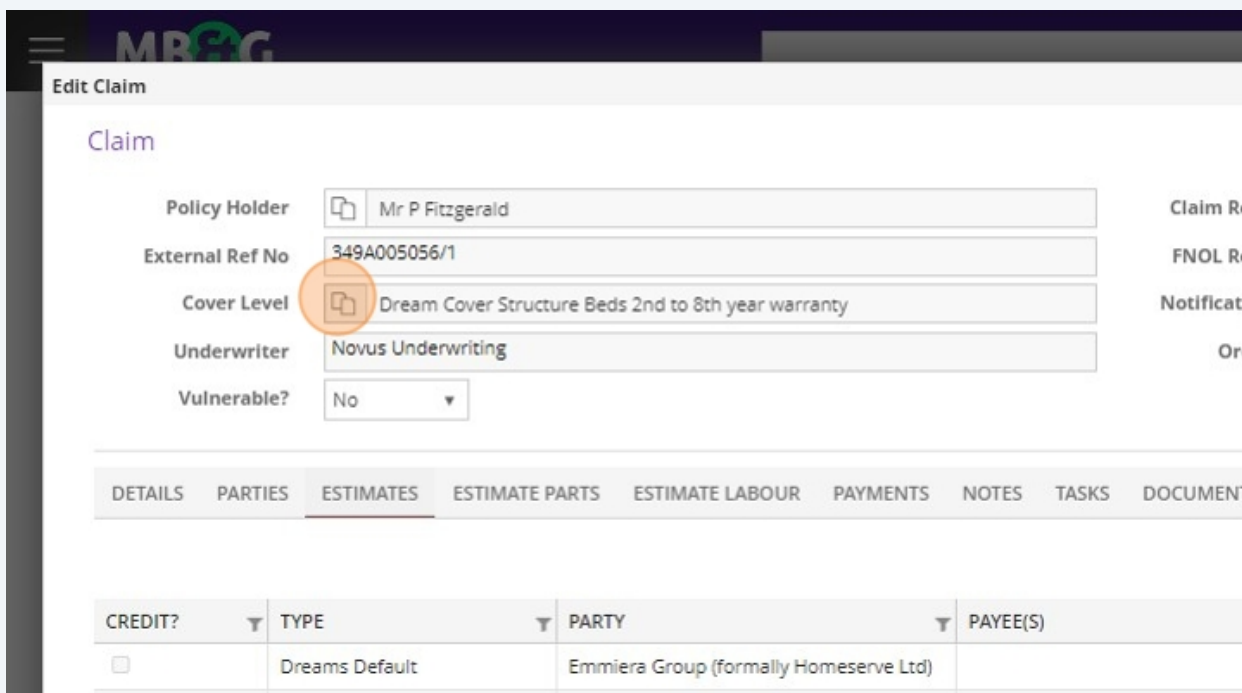
Net Total: £ 90.00

VAT Date: 25/10/2024

22 Click "Add and close" again



23 Click this button.



24

Check who the manufacturer of the bed is so you can order parts.

For small parts, you will order from Supplier Inspections unless it is a Kaydian or Furmanac bed.

DREAMS		Product Category	Bed
Novus Underwriting		Product Type	
Novus Underwriting		Product Size	5'0 King
EC2075810		Vendor Ref	V04353
		Manufacturer	Bradshaw Furn
		Model	DUKE K BLUE OTTOMAN
		Vulnerable?	No
Anniversary Number		Delivery Address	
Last Anniversary		Different Delivery Address?	
		No	
349A005056/1-BEDS1PLUS7-20211214			

25

Click "CLOSE"

Expiry Date	13/12/2029	Policy Status	Active
Policy Liability	RV	Claim Liability	RV
Claims Incurred	GBP 161.99		1
Retail Value	GBP 1,099.00	Repair Excess	£0
DMLR	GBP 55.00	DHLR	GBP 45.00

CLOSE

26 Now you need to add an estimate on for your parts.

Click "ADD"

	Status	Open
	Position	Referred
12/09/2024	Reason	Assigned to Emmiera
14/12/2021	Handler	Mary Smith
	Next Appointment Date	22/10/2024

+ ADD
DELETE
EXPORT
+ AI

DESCRIPTION	ESTIMATE	PAID	OUTSTANDING	PE
First Inspection	£ 48.00	£ 0.00	£ 48.00	
Report 2	£ 108.00	£ 0.00	£ 108.00	

27 Click "Dreams Default"

estimate

estimate

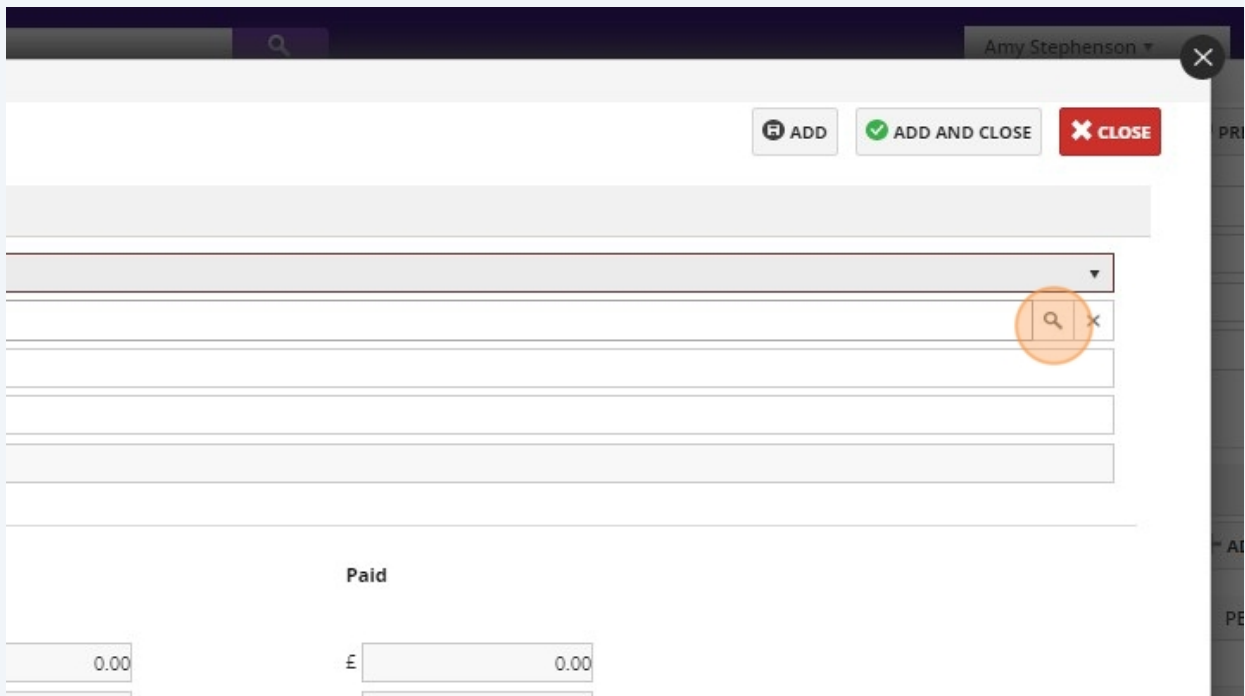
ILS

Type	
Party	
Description	Dreams Default
Job Number	MB&G Payment Correction
Estimate Number	Triage Fee

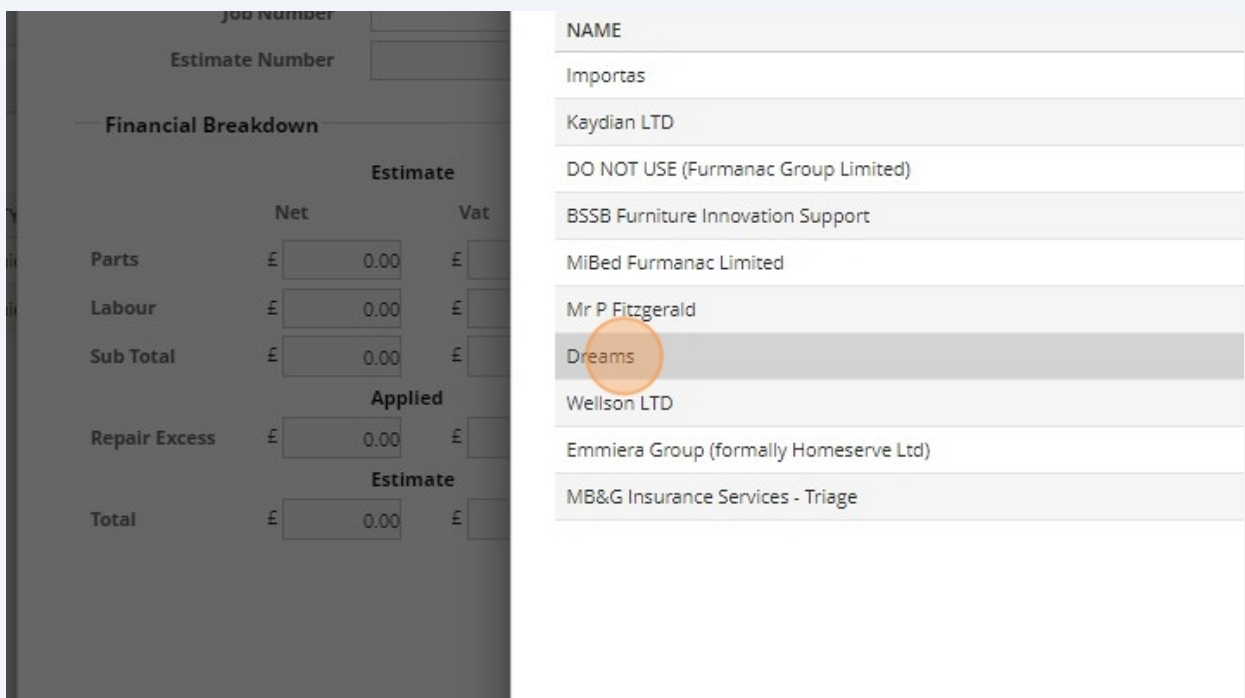
Financial Breakdown

	Estimate			Payments
	Net	Vat	Gross	
Total	£ 0.00	£ 0.00	£ 0.00	£ 0.00

28 Click the magnifying glass.



29 Double-click the manufacturer you are ordering parts from.



30 Type "DRE" into the description and job number fields

Add Claim Estimate

New Estimate

DETAILS LABOUR PARTS

Type: Dreams Default

Party: Dreams

Description: DRE

Job Number: |

Estimate Number:

Financial Breakdown

	Estimate			Payments
	Net	Vat	Gross	
Parts	£ 0.00	£ 0.00	£ 0.00	£
Labour	£ 0.00	£ 0.00	£ 0.00	£
Sub Total	£	£	£	£

31 Click "PARTS"

Add Claim Estimate

New Estimate

DETAILS LABOUR PARTS

Type: Dreams Default

Party: Dreams

Description: DRE

Job Number: DRE

Estimate Number:

Financial Breakdown

	Estimate			Payments
	Net	Vat	Gross	
Parts	£ 0.00	£ 0.00	£ 0.00	£

32 Click "Manufacturer"

Add Claim Estimate Part ✕

New Claim Estimate Part ➕ ADD ✓ ADD AND CLOSE ✕ CLOSE

Supplier	<input type="text"/>
Description	<input type="text"/>
Quantity	<input type="text"/>
Unit Price	<input type="text"/>
Net Total	£ <input type="text" value="0.00"/>
VAT Date	25/10/2024 <input type="text"/>
VAT Rate	Standard (20.0000)
VAT Total	£ <input type="text" value="0.00"/>
Gross Total	£ <input type="text" value="0.00"/>

Note: An orange circle highlights the "Manufacturer" option in the dropdown menu under the Quantity field.

33 Copy and paste the parts required into the description field

The cost of parts estimates will vary depending on the supplier.

For small parts from supplier inspections, set the estimate to £4.99

For parts from Kaydian and MiBed, set the estimate to £50.00

For boxes from TYG, copy and paste the price of the box from the Dreams system.

Add Claim Estimate Part

New Claim Estimate Part ADD ADD AND CLOSE CLOSE

Supplier	Manufacturer
Description	2 x pistons
Quantity	1
Unit Price	£ 4.99
Net Total	£ 4.99
VAT Date	25/10/2024
VAT Rate	Standard (20.0000)
VAT Total	£ 1.00
Gross Total	£ 5.99

34 Click "ADD AND CLOSE"

Add Claim Estimate Part

New Claim Estimate Part

ADD ADD AND CLOSE CLOSE

Supplier: Manufacturer

Description: 2 x pistons

Quantity: 1

Unit Price: £ 4.99

Net Total: £ 4.99

VAT Date: 25/10/2024

VAT Rate: Standard (20.0000)

VAT Total: £ 1.00

Gross Total: £ 5.99

35 Click "DOCUMENTS"

re Beds 2nd to 8th year warranty

Claim Reference: 445956

FNOL Reference: FNOL036996

Notification Date: 11/10/2024

Order Date:

Incident D

Delivery D

ARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS DOCUMENTS HISTORY API

PARTY	PAYEE(S)	ESTIMATE NO.	JOB NUMBER
Emmiera Group (formally Homeserve Ltd)		EN199329	445956
Emmiera Group (formally Homeserve Ltd)		EN201906	445956
Dreams		EN201907	DRE

36 Click this checkbox.

DETAILS PARTIES ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS DOCUMENT

Sender

<input type="checkbox"/>	OPEN	DESCRIPTION	FILE NAME
<input checked="" type="checkbox"/>	Open	Report - 3442719	Report - 3442719.pdf
<input type="checkbox"/>	Open	MB&G Insurance - Your Dreams Claim - Appointment Requested	MB&G Insurance - Your Drea
<input type="checkbox"/>	Open	MB&G Insurance - Your Dreams Claim - Assessing Claim	MB&G Insurance - Your Drea
<input type="checkbox"/>	Open	Customer Acknowledgement Email	Customer Acknowledgemen
<input type="checkbox"/>	Open	Declaration	Declaration.pdf

37 Click "EMAIL / FORWARD"

Status: Open
Position: Referred
Reason: Assigned to Emmiera
Handler: Mary Smith
Next Appointment Date: 22/10/2024

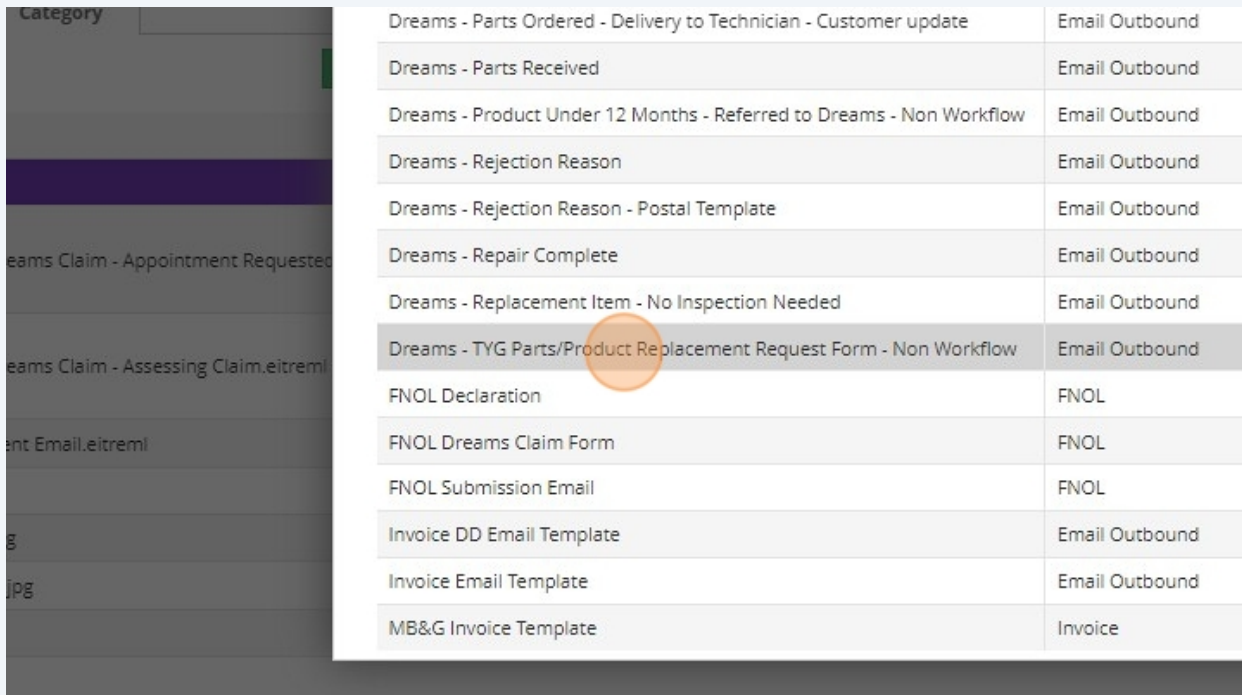
UPDATE DOCUMENT VIEW MESSAGE EMAIL CLAIMS FILES (.PDF) EMAIL CLAIMS FILES (.ZIP) EMAIL / FORWARD

Description

SENDER	RECEIVED	ATTACHMENT	EMAIL SUBJECT	CATEGORY
Dreams@mbginsurance....	14/10/2024 14:10	<input type="checkbox"/>	MB&G Insurance - Your Dreams Claim -	Email Inbound

38

Double-click "Dreams - TYG Parts/Product Replacement Request Form - Non Workflow"



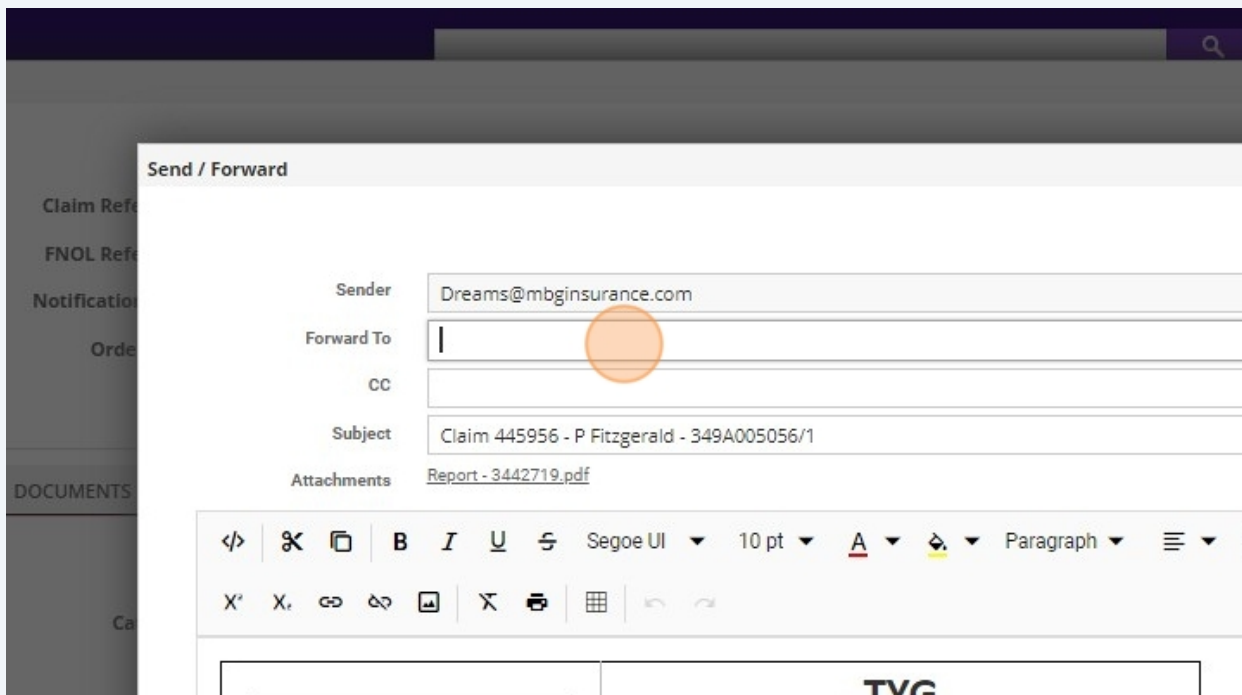
Dreams - Parts Ordered - Delivery to Technician - Customer update	Email Outbound
Dreams - Parts Received	Email Outbound
Dreams - Product Under 12 Months - Referred to Dreams - Non Workflow	Email Outbound
Dreams - Rejection Reason	Email Outbound
Dreams - Rejection Reason - Postal Template	Email Outbound
Dreams - Repair Complete	Email Outbound
Dreams - Replacement Item - No Inspection Needed	Email Outbound
Dreams - TYG Parts/Product Replacement Request Form - Non Workflow	Email Outbound
FNOL Declaration	FNOL
FNOL Dreams Claim Form	FNOL
FNOL Submission Email	FNOL
Invoice DD Email Template	Email Outbound
Invoice Email Template	Email Outbound
MB&G Invoice Template	Invoice

39

Add the email "supplierinspection@dreams.co.uk" to this "Forward to" field

For Kaydian beds, add "customer.services@kaydian.co.uk"

For Furmanc beds, add "admin@mibed.co.uk"



Send / Forward

Sender: Dreams@mbginsurance.com

Forward To:

CC:

Subject: Claim 445956 - P Fitzgerald - 349A005056/1

Attachments: [Report - 3442719.pdf](#)

Rich text editor toolbar: </>, ✂, 📄, **B**, *I*, U, ~~S~~, Segoe UI, 10 pt, A, 🎨, Paragraph, ☰

Footer: TVG

40 Paste the parts required into the "Parts / product required" field

Home Tel Number	07512 151111
Mobile Tel Number	
Email	Phil_Fitzgerald@hotmail.co.uk

Original Product Description	DUKE K BLUE OTTOMAN Bradshaw Furn
Parts / Product Required	
Reason / Fault	Manufacturing Defect
Is product age > 5 Years	No
Specific Requests/Directions	Please contact customer to arrange delivery if applicable
Request by	Mary Smith


41 Click "SEND"


SAVE SAVE AND... CLOSE PRINT EMAIL



SEND CLOSE

Paragraph [Rich Text Editor Icons]

42 Click "NOTES"

Claim Reference  445956

FNOL Reference  FNOL036996

Notification Date 11/10/2024  Incident Date 12/09/2024 

Order Date Delivery Date 14/12/2021

PAYMENTS **NOTES** TASKS DOCUMENTS HISTORY API

Category

FILE NAME	CREATED	CREATED BY
Claim 445956 - P Fitzgerald - 349A0050561.eitrem1	25/10/2024 14:18	Amy Stephenson
Report - 3442719.pdf	23/10/2024 12:56	Service Process

43 Click "ADD"

Position Referred

Reason Assigned to Emmiera

Handler Mary Smith

Next Appointment Date 22/10/2024

It provide images as it's creaking sound one one side as we sit on the bed Do you agree with the above declaration?: Yes

44 Type your note then click "ADD AND CLOSE"

Add Claim Note

New Claim Note

ADD ADD AND CLOSE CLOSE

Date: 25/10/2024

Author: Amy Stephenson

Claim Note Type: [dropdown]

2 X Pistons ordered from supplier inspections.

45 Click "TASKS"

Claim Reference: 445956

FNOL Reference: FNOL036996

Notification Date: 11/10/2024

Incident Date: 12/09/2024

Order Date: [empty]

Delivery Date: 14/12/2021

PAYMENTS NOTES **TASKS** DOCUMENTS HISTORY API

AUTHOR	TYPE	NOTE
Service Process		Is there anything else you wish to tell us about your claim?: Declaration Date: 11/10/2024
Amy Stephenson		FNOL passed to emmiera.
Amy Stephenson		2 X Pistons ordered from supplier inspections.

46 Click this checkbox.

Order Date Delivery Date 14/12/2021 H
Next Appoin

TASKS DOCUMENTS HISTORY API

	DUE DATE	COMPLETED?	TYPE
	23/10/2024 12:56	<input type="checkbox"/>	Homeserve Update
	14/10/2024 14:09	<input checked="" type="checkbox"/>	Automated Task

47 Change the claim position to "Accepted"

SAVE SAVE AND CLOSE CLOSE PR

Status Open

Position Referred

Reason

Handler

Next Appointment Date

Accepted

Referred

Rejected

Reopened

+ ADD DELET

TYPE

Automated Task

48 Change the claim reason to "Parts Requested to Customer Small Claim"

The screenshot shows a web application interface for managing claims. At the top right, the user's name 'Amy' is visible. Below the header, there are three buttons: 'SAVE', 'SAVE AND CLOSE', and 'CLOSE'. The main form area contains several fields: 'Status' (Open), 'Position' (Accepted), 'Reason' (a dropdown menu), and 'Handler' (Accepted). The 'Reason' dropdown is open, showing a list of options: 'Accepted', 'Claim Taken in Error - Referred to Retailer', 'Complaint - Rejection Overturned', 'Complaint Resolved', 'Finalised', 'Parts Requested from Dreams', 'Parts Requested to Customer Small Claim' (highlighted with an orange circle), 'Repair Authorised', and 'Repair Complete'. To the left of the form, there are date pickers for '12/09/2024' and '14/12/2021'. At the bottom left, there is a 'TYPE' dropdown menu with 'Automated Task' selected.

49 Change the handler to your name

The screenshot shows the same web application interface as in the previous step. The user's name is now 'Amy Step'. The 'Reason' dropdown is now closed, and the 'Handler' dropdown is open. The 'Handler' dropdown is open, showing a list of names: 'Mary Smith' (highlighted with an orange circle), 'Kyle Morley', 'Liam Howard', 'Liam Wynd', 'Linda Scanlan', 'Lindsay Kennedy', 'Lindsay King', 'Loren Peters', 'Luke Armstrong', and 'Lynn Jones'. The 'Status' field is 'Open', 'Position' is 'Accepted', and 'Reason' is 'Parts Requested to Customer Small Claim'. The date pickers are now '12/09/2024' and '4/12/2021'. The 'TYPE' dropdown menu still has 'Automated Task' selected.

50 Click "SAVE AND CLOSE" and leave a note on the Dreams system.

The screenshot shows a software interface with a dark header bar containing a search icon and the name "Amy Stephenson". Below the header is a toolbar with buttons for "SAVE", "SAVE AND CLOSE" (highlighted with an orange circle), "CLOSE", "PRINT", and "EMAIL". The main area contains a form with the following fields:

Status	Open
Position	Accepted
Reason	Parts Requested to Customer Small Claim
Handler	Amy Stephenson
Next Appointment Date	22/10/2024

At the bottom right of the form area, there are buttons for "+ ADD", "DELETE", and "EXPORT".