



MB&G INSURANCE

Oak Furnitureland

Report Assessment – Repair Authorised

06.11.24

OFL Report Assessment - Repair Authorised

1 Go to "Documents"

Claim Reference 444770

Notification Date 04/10/2024 Incident Date 20/09/2024

Delivery Date 20/03/2020

Next Appoi

ITE PARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS DOCUMENTS HISTORY API

Repair ▼

Action Non DTA Process ▼

Incident Location ▼

Show Incident Loc No ▼

Maximum I

Claims I

Repai

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2 Open the report

The screenshot shows a software interface with a navigation bar at the top containing tabs: DETAILS, FINANCE, POLICE, PARTIES, ESTIMATES, ESTIMATE PARTS, ESTIMATE LABOUR, PAYMENTS, NOTES, TASKS, and DO. Below the navigation bar are input fields for 'Sender' and 'Category'. A table with two columns, 'DESCRIPTION' and 'FILE NAME', is displayed. The first row of the table has a checkbox and the word 'OPEN' circled in orange. The second row has a checkbox and the word 'Open'.

<input type="checkbox"/>	OPEN	DESCRIPTION	FILE NAME
<input type="checkbox"/>	Open	Report - 3438782	Report - 3438782.pdf
<input type="checkbox"/>	Open	MB&G Insurance - Your Oak Furnitureland Claim - Appointment Requested	MB&G Insurance - Your Oak Furnitureland Claim - Appointment Requested.eitrem1

3 Click the download

The screenshot shows a web browser window with a document viewer. The document title is 'Report - 3438782 (1).pdf'. A download menu is open, showing a list of PDF files. The first item in the menu is circled in orange. Below the document viewer, there are several buttons: 'ADD TEMPLATE DOCUMENT', 'VIEW MESSAGE', 'EMAIL CLAIMS FILES (.PDF)', 'EMAIL CLAIMS FILES (.ZIP)', and 'EMAIL / FORWARD'. A metadata table is also visible.

Status	Open
Position	Referred
Reason	Assigned to Emmiera
Handler	Georgia Leech
Next Appointment Date	28/10/2024

- Report - 3438782 (1).pdf (379 KB • Done)
- OFL Report Assessment - Rejection_PDF.pdf (4.2 MB • 7 minutes ago)
- Report Assessment - Ordering Small Parts.pdf (3.4 MB • 31 minutes ago)
- Report Assessment- TYG Parts.pdf (7.6 MB • 1 hour ago)
- Report Assessment -Replacement.pdf (3.3 MB • 2 hours ago)
- Desktop Assessment -Replacement.pdf (6.2 MB • 2 hours ago)

4

Use the information provided in the "Issues found" section of the report to determine the outcome of your claim.

THE 1ST CUSTOMER'S BUILD IS LARGE.



ISSUES FOUND

ISSUE 1

ITEM: 2 SEATER

ISSUE CODE: VALID WARRANTY CLAIM

SUB CODE: COSMETIC ISSUE

TECHNICIAN'S FINDINGS:

Customer is complaining that there are cat scratches. I can confirm that there are cat scratches to lhf arm , seat border , seat and a couple on rh

LIABILITY EXPLANATION:

This is accidental damage caused by cat.

ACTION TAKEN:

To repair we can order parts from emmeria then return to cosmetically repair cat scratches to all areas. This will take 100 minutes to complete.

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.

5

Go to "Details"

WARNING: High number of claims on Policy.

Policy Holder	<input type="text" value="arshad mahmood"/>
External Ref No	<input type="text" value="ofl-5405018"/>
Cover Level	<input type="text" value="Furniture Guard"/>
Underwriter	<input type="text" value="Novus Underwriting"/>
Vulnerable?	<input type="text" value="No"/>

Claim Reference	<input type="text" value="444770"/>
Notification Date	<input type="text" value="04/10/2024"/>
Delivery Date	<input type="text" value="20/03/2020"/>

DETAILS FINANCE POLICE PARTIES ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS DO

+ AI

Sender

Category

<input type="checkbox"/>	OPEN	DESCRIPTION	FILE NAME
<input type="checkbox"/>	Open	Report - 3438782	Report - 3438782.pdf
<input type="checkbox"/>		MB&G Insurance - Your Oak Furnitureland Claim -	MB&G Insurance - Your Oak Furnitureland Claim -

6 Match the "incident cause" to the "Incident category"

Cover Level	<input type="text" value="Furniture Guard"/>	Delivery Date	<input type="text" value="20/03/2020"/>
Underwriter	<input type="text" value="Novus Underwriting"/>		
Vulnerable?	<input type="text" value="No"/>		

DETAILS	FINANCE	POLICE	PARTIES	ESTIMATES	ESTIMATE PARTS	ESTIMATE LABOUR	PAYMENTS	NOTES	TASKS	DO
---------	---------	--------	---------	-----------	----------------	-----------------	----------	-------	-------	----

Asset	<input type="text" value="ofl-5405018-2 - OFL / 1013981"/>	Repair	<input type="text"/>
Component	<input type="text" value="Accidental Damage"/>	Action	<input type="text" value="Non DTA Prc"/>
Purchase Date	<input type="text" value="Build-up of Perspiration, hair & body oils"/>	Incident Location	<input type="text"/>
Registration No.	<input type="text" value="Damage Caused by Insects and/or Non Domestic Animals"/>	Show Incident Loc	<input type="text" value="No"/>
Incident Category	<input type="text" value="Damage Caused by Relocation"/>		
Incident Type	<input type="text" value="Damage During Delivery"/>		
Incident Detail	<input type="text" value="Deliberate Damage of the Product"/>		
Incident Description	<input type="text" value="Fabric damage Replacment buttons"/>		
	<input type="text" value="Fire"/>		
	<input type="text" value="Flood"/>		
	<input type="text" value="Furniture incorrectly stored"/>		
	<input type="text" value="Incorrect Assemblv"/>		

7 Set your repair as "Furniture repair"

<input type="text"/>	<input type="text" value="Repair"/>	<input type="text" value="Appliance Product Recall"/>	Maximu
<input type="text"/>	<input type="text" value="Action"/>	<input type="text" value="Appliance Repair"/>	Clain
<input type="text"/>	Incident Location	<input type="text" value="Appliance Settlement"/>	Re
<input type="text"/>	Show Incident Loc	<input type="text" value="Breakdown No Action"/>	Curre
<input type="text"/>		<input type="text" value="Cancellation"/>	
<input type="text"/>		<input type="text" value="Cycle Repair"/>	
<input type="text"/>		<input type="text" value="Cycle Replacement"/>	
<input type="text"/>		<input type="text" value="Cycle Replacement & Cycle Repair"/>	
<input type="text"/>		<input type="text" value="Furniture Repair"/>	Fraud
<input type="text"/>		<input type="text" value="Furniture Replacement"/>	Cc
<input type="text"/>		<input type="text" value="Gadget Repair"/>	

MMERIA THEN RETURN TO
) ALL AREAS.
TE.

8 Go to "Estimates"

WARNING: High number of claims on Policy.

Policy Holder	arshad mahmood	Claim Reference	444770
External Ref No	ofl-5405018	Notification Date	04/10/2024
Cover Level	Furniture Guard	Delivery Date	20/03/2020
Underwriter	Novus Underwriting		
Vulnerable?	No		

DETAILS	FINANCE	POLICE	PARTIES	ESTIMATES	ESTIMATE PARTS	ESTIMATE LABOUR	PAYMENTS	NOTES	TASKS	DO
---------	---------	--------	---------	------------------	----------------	-----------------	----------	-------	-------	----

Asset	ofl-5405018-2 - OFL / 1013981	Repair	Furniture Re
Component		Action	Non DTA Prc
Purchase Date		Incident Location	
Registration No.	ofl-5405018-2	Show Incident Loc	No
Incident Category	Sofa		
Incident Type	Accidental Damage		
Incident Detail	Pet Damage		
Incident	Pet scratches 3/3		

9 Check the inspection estimate amount against the price given on the report

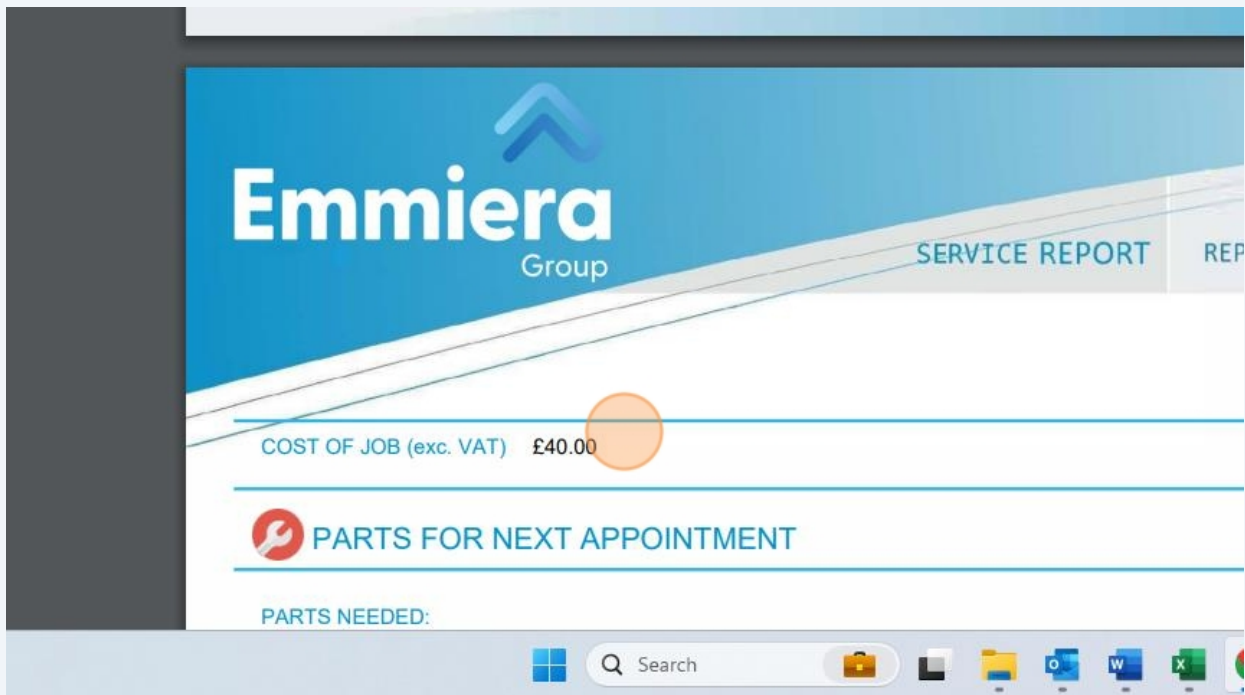
Reason	Assigned to Emmiera
Handler	Georgia Leech
Next Appointment Date	28/10/2024

API

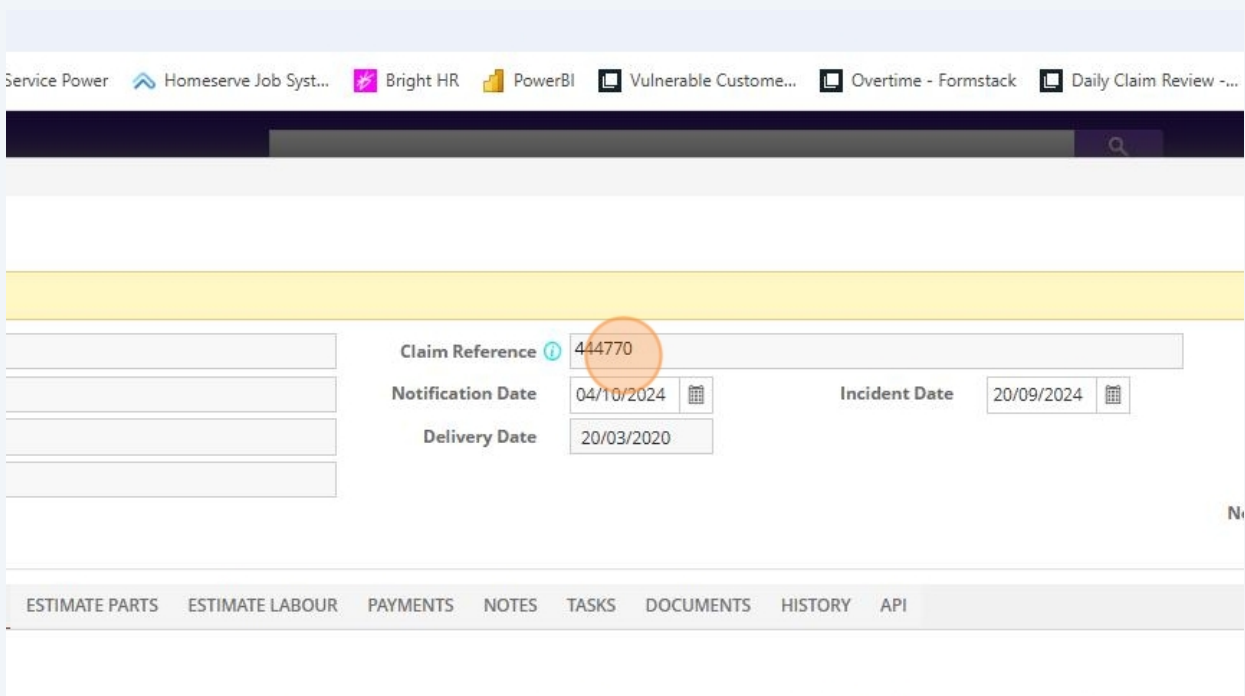
+ ADD **DELETED** **EXPORT** **+ ADD CREDIT NOTE**

NUMBER	DESCRIPTION	ESTIMATE	PAID	OUTSTANDING	PENDING
	First Inspection	£ 48.00	£ 0.00	£ 48.00	£ 0.00

10 If the amount is different, you will need to amend it on the estimate.



11 Copy your claim number



12 Click "Add"

20/09/2024

Status: Open
Position: Referred
Reason: Assigned to Emmiera
Handler: Georgia Leech
Next Appointment Date: 28/10/2024

+ ADD DELETED EXPORT + ADD CREDIT NOTE

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

13 Select "OFL" as the estimate type

Add Claim Estimate

New Estimate

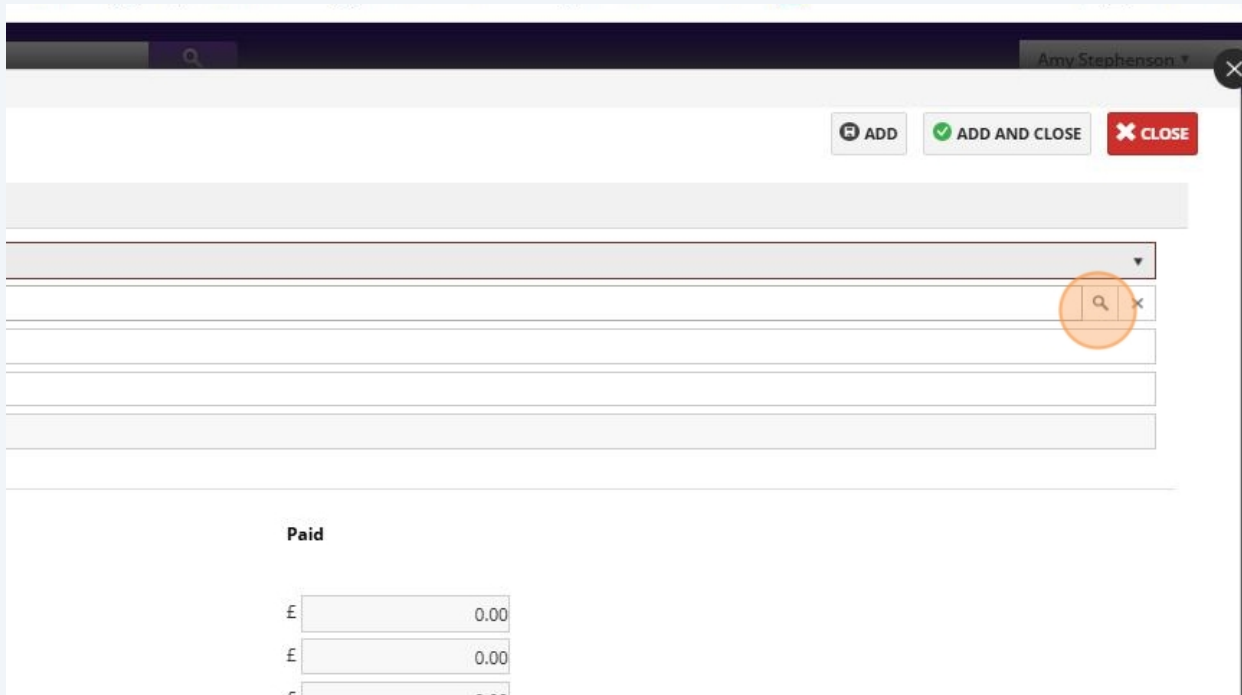
DETAILS

Type
Party
Description: MB&G Payment Correction
Job Number: OFL
Estimate Number

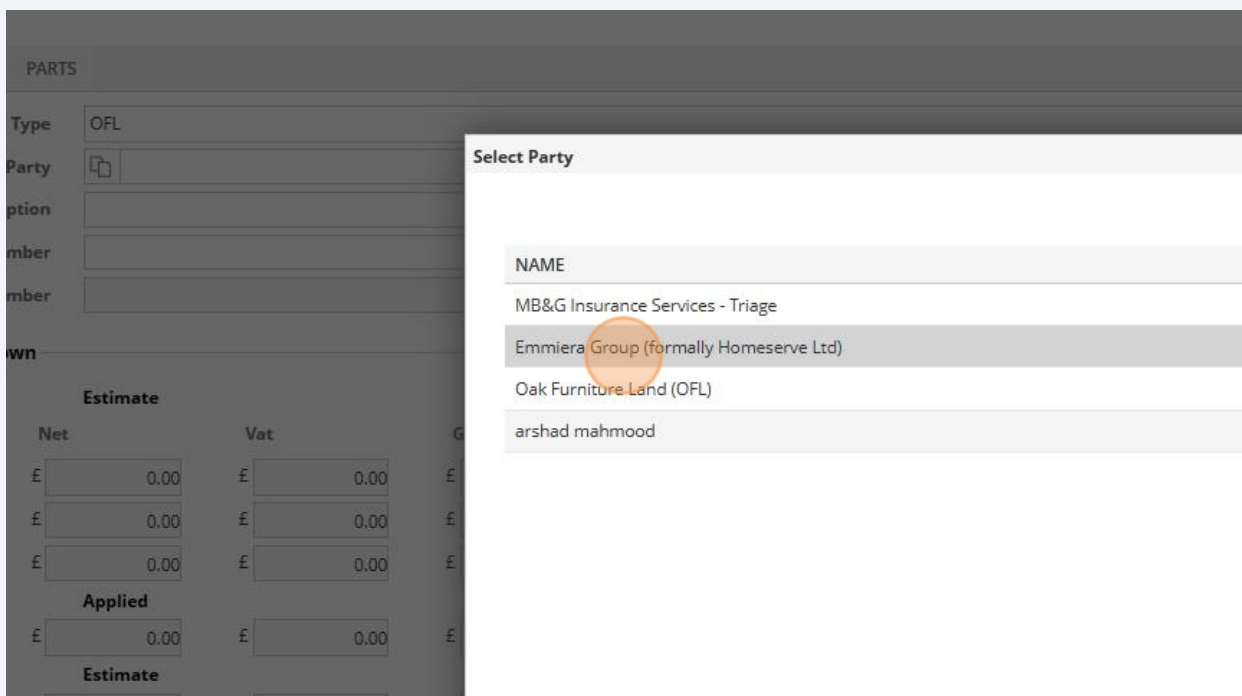
Financial Breakdown

	Estimate			Paym
	Net	Vat	Gross	
Sub Total	£ 0.00	£ 0.00	£ 0.00	£
	Applied			Remi
Repair Excess	£ 0.00	£ 0.00	£ 0.00	£
	Estimate			Paym
Total	£ 0.00	£ 0.00	£ 0.00	£

14 Click the magnifying glass



15 Double-click Emmiera



16 Type "Report 2" in the "Description" box

The screenshot shows the 'Add Claim Estimate' form with the following details:

- Details:** Type: OFL; Party: Emmiera Group (formally Homeserve Ltd); Description: Report 2; Job Number: (empty); Estimate Number: (empty).
- Financial Breakdown:** A table with columns for Estimate (Net, DRE, Gross) and Paym (Paym). Rows include Parts, Labour, and Sub Total, all with values of £ 0.00.

A dropdown menu is open over the 'Description' field, showing options: Report 1, Report 2 (selected), and an 'X' icon.

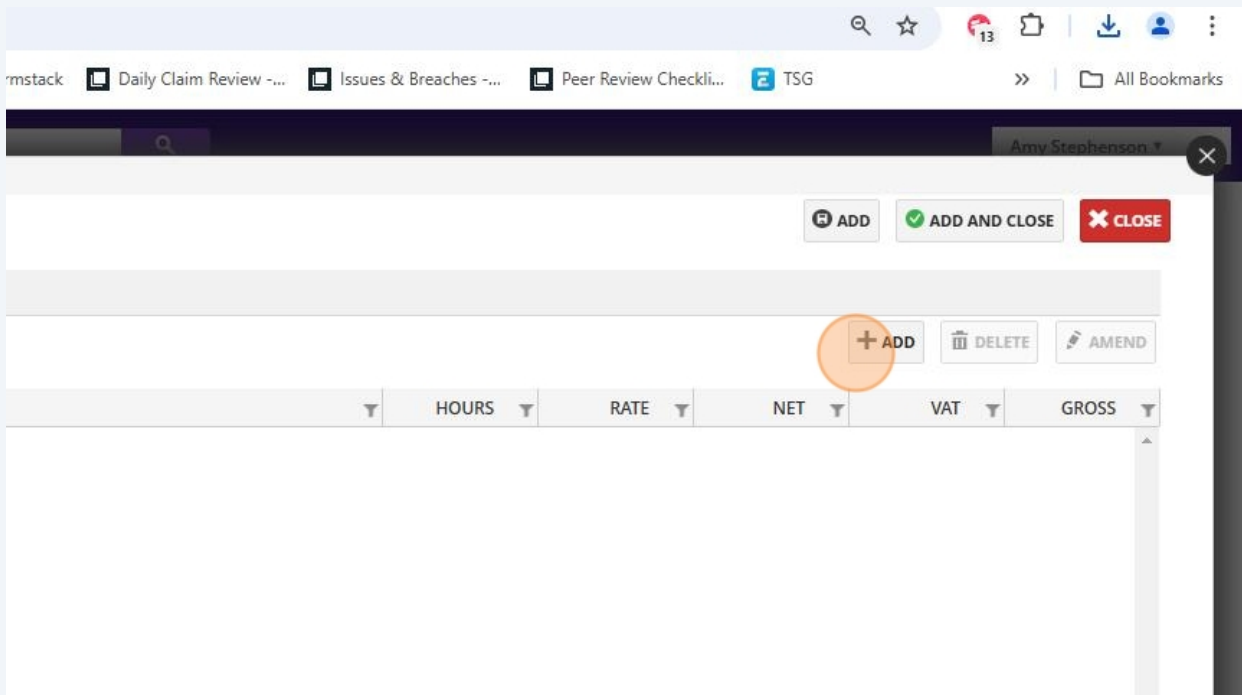
17 Paste the claim number into the "job number" field then click "Labour"

The screenshot shows the 'Add Claim Estimate' form with the following details:

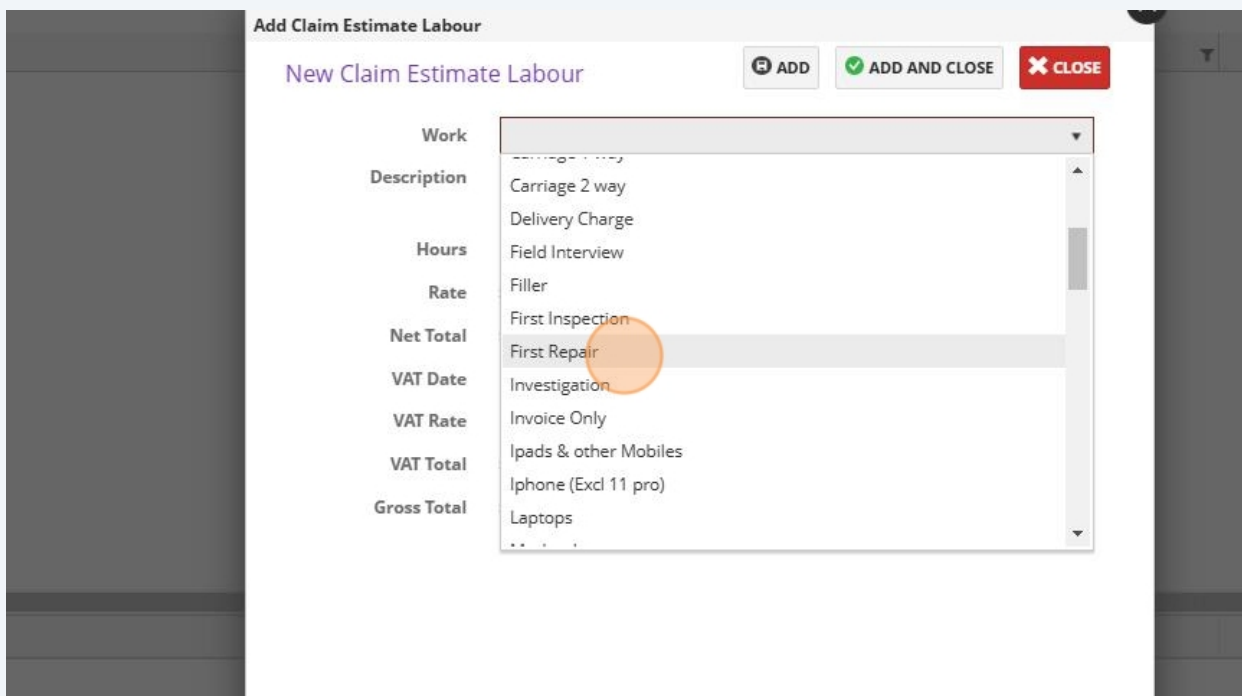
- Details:** Type: OFL; Party: Emmiera Group (formally Homeserve Ltd); Description: Report 2; Job Number: 444770; Estimate Number: (empty).
- Financial Breakdown:** A table with columns for Estimate (Net, DRE, Gross) and Paym (Paym). Rows include Parts, Labour, and Sub Total, all with values of £ 0.00.

The 'LABOUR' tab is selected and highlighted with an orange circle.

18 Click "Add"



19 Select "First repair"



20 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: £

Net Total: £

VAT Date: 30/10/2024

VAT Rate: Standard (20.0000)

VAT Total: £

Gross Total: £

21 Scroll down on the report to get the cost of the repair

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

ADDITIONAL INFO

FURTHER VISIT REQUIRED (Y/N)? YES

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

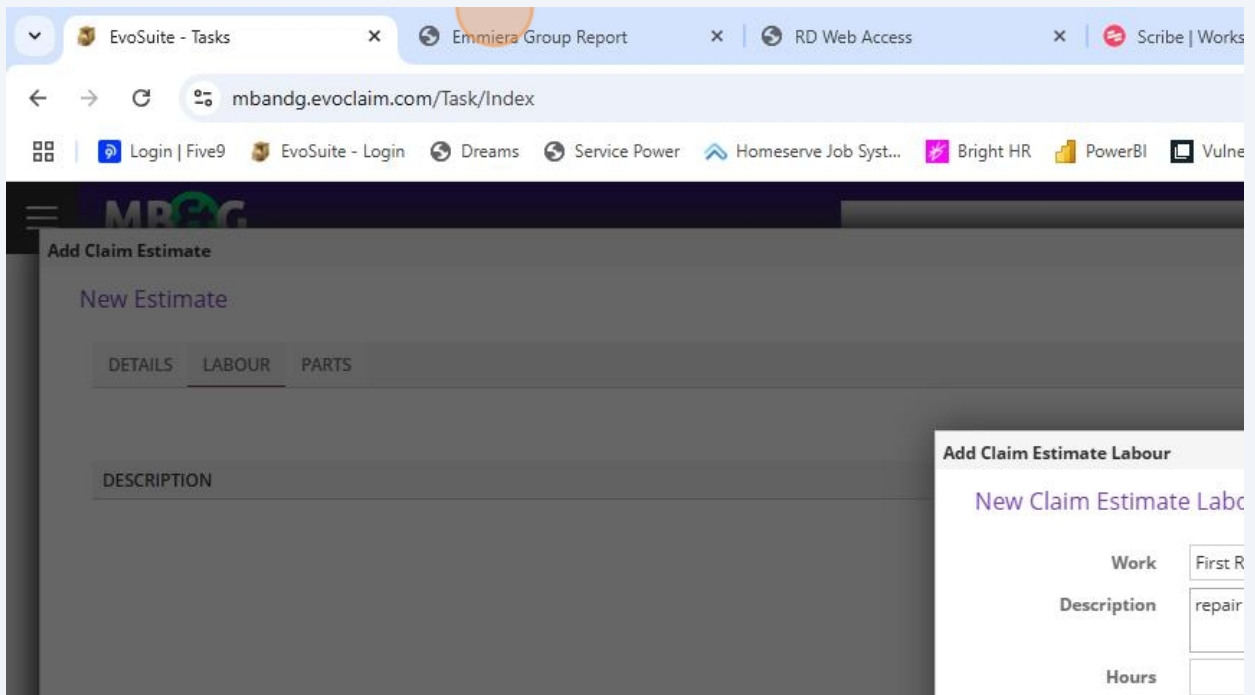
ESTIMATED PART COST:

COLOUR MATCH SAMPLE TAKE

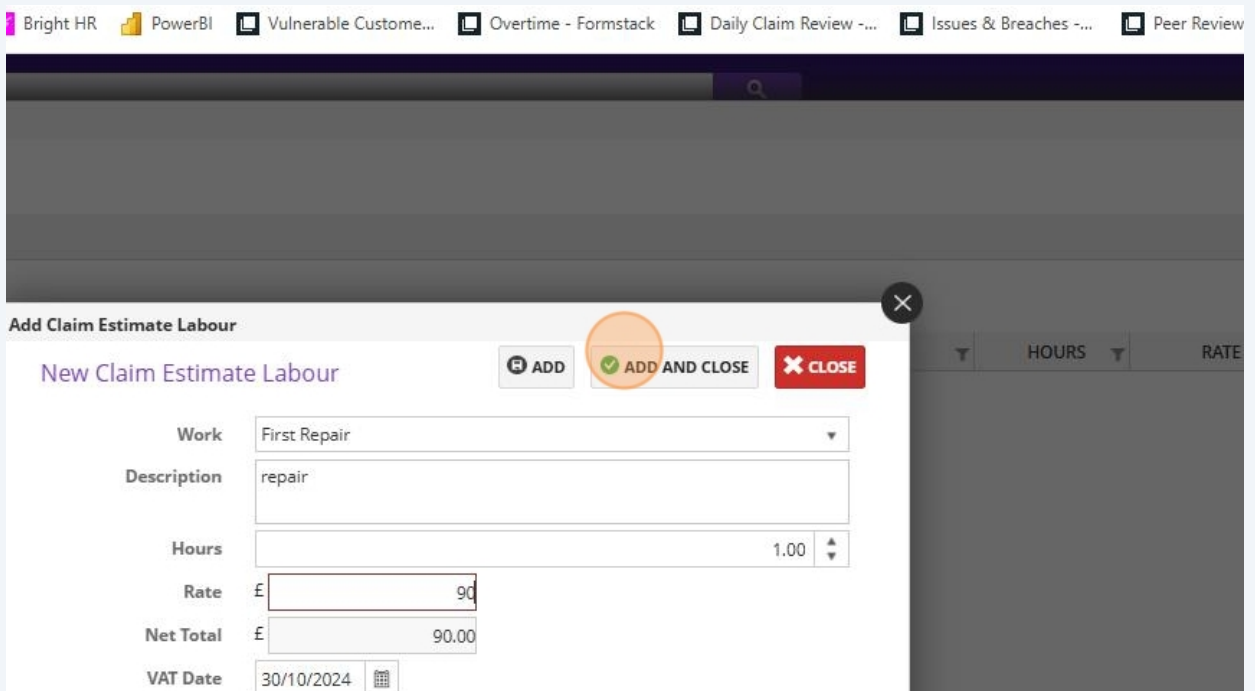
CUSTOMER SATISFIED:

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

22 Paste it into the "Rate" field



23 Click "Add and close"



24 Go to "API"

Claim Reference 444770 Status Open

Notification Date 04/10/2024 Incident Date 20/09/2024 Position Referred

Delivery Date 20/03/2020 Reason Assigned

Handler Georgia L

Next Appointment Date 28/10/2024

LABOUR PAYMENTS NOTES TASKS DOCUMENTS HISTORY **API**

YEE(S)	ESTIMATE NO.	JOB NUMBER	DESCRIPTION	ESTIMATE
	EN197084	444770	First Inspection	£
	EN202805	444770	Report 2	£ 1

25 Click "Jobs"

WARNING: High number of claims on Policy.

Policy Holder arshad mahmood Claim Reference 444770

External Ref No ofl-5405018 Notification Date 04/10/2024

Cover Level Furniture Guard Delivery Date 20/03/2020

Underwriter Novus Underwriting

Vulnerable? No

DETAILS **FINANCE** POLICE PARTIES ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS DO

CALL LOG **JOBS** APPOINTMENTS HISTORY INVOICES IMAGES

SENT AT	SENT BY	SERVER
28/10/2024 16:42	Service Process	https://admin.homeserverrepairs.co.uk/
28/10/2024 16:42	Service Process	https://admin.homeserverrepairs.co.uk/
28/10/2024 16:42	Service Process	https://admin.homeserverrepairs.co.uk/
28/10/2024 16:42	Service Process	https://admin.homeserverrepairs.co.uk/
28/10/2024 16:41	Service Process	https://admin.homeserverrepairs.co.uk/
28/10/2024 16:41	Service Process	https://admin.homeserverrepairs.co.uk/

26 Double-click here

Underwriter: Novus Underwriting
Vulnerable?: No

DETAILS FINANCE POLICE PARTIES ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS DO
CALL LOG **JOBS** APPOINTMENTS HISTORY INVOICES IMAGES

ADDED	REFERENCE	JOB STATUS	SUBMITTED AT	SUBMITTED I
04/10/2024 09:17	2489775	refertostore	04/10/2024 09:17	

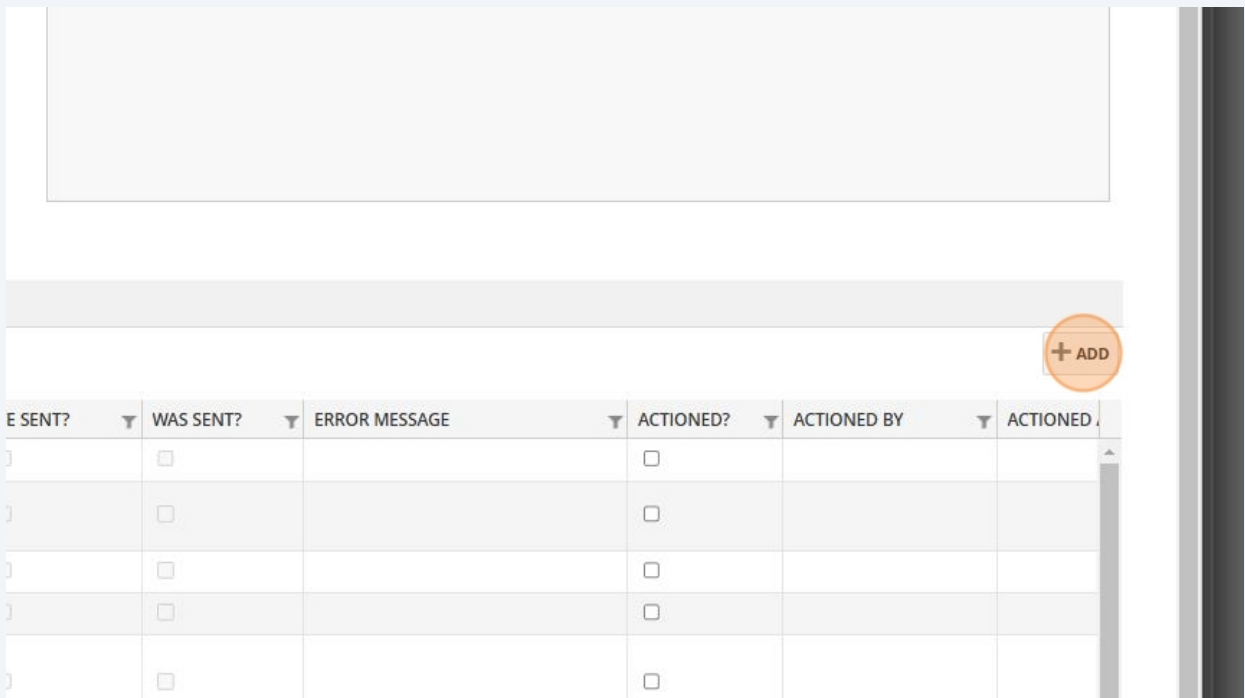
27 Click "Job history"

Submitted At: 04/10/2024 09:17
Submitted By:

APPOINTMENTS ACTIONS **JOB HISTORY** INVOICES IMAGES

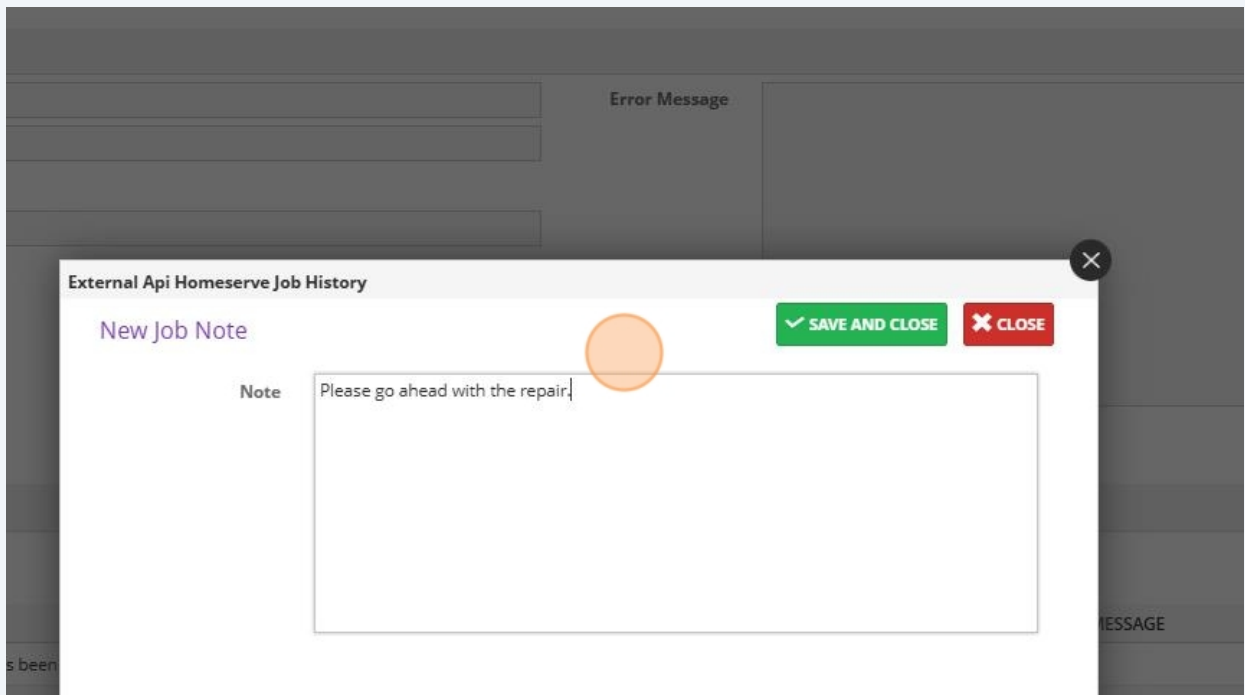
VISIT NUMBER	APPOINTMENT DATE	TIME SLOT
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28 Click "Add"



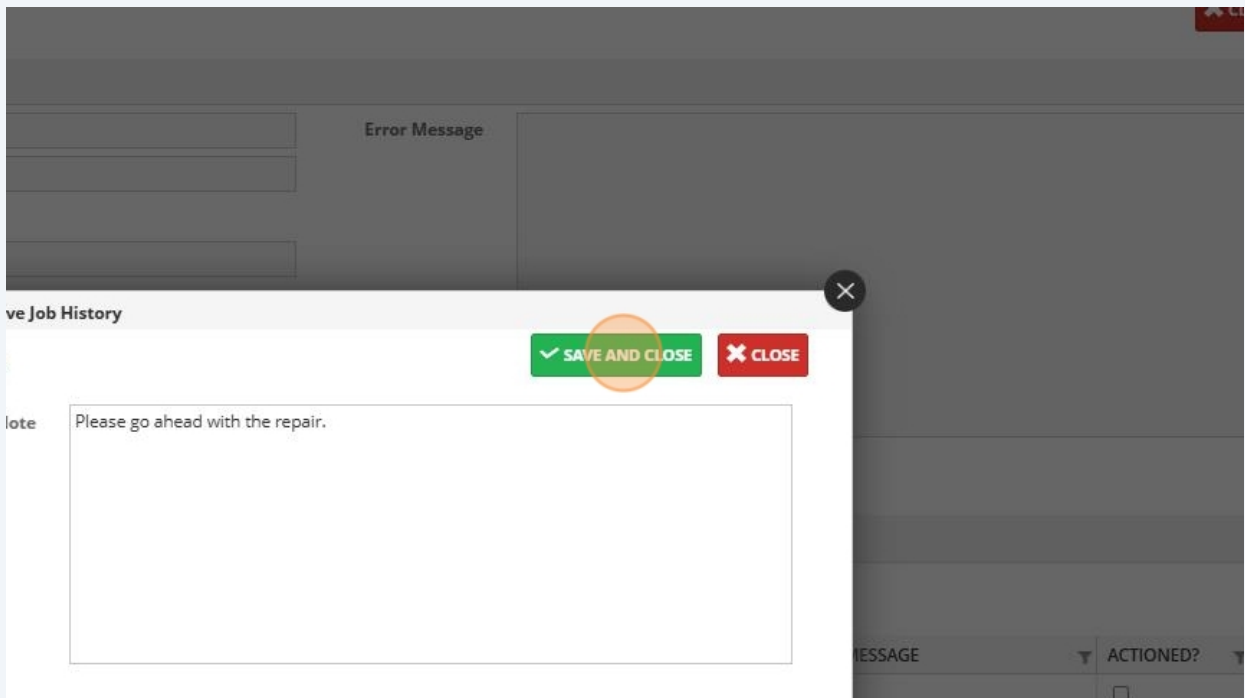
A screenshot of a web application interface. At the top, there is a large, empty rectangular box. Below it is a table with several columns. The columns are labeled: 'WAS SENT?', 'ERROR MESSAGE', 'ACTIONED?', 'ACTIONED BY', and 'ACTIONED'. Each of these columns has a dropdown arrow icon. The 'WAS SENT?' column contains several rows, each with a small square checkbox. In the top right corner of the table area, there is a circular orange button with a white plus sign and the text '+ ADD'.

29 Authorise the repair

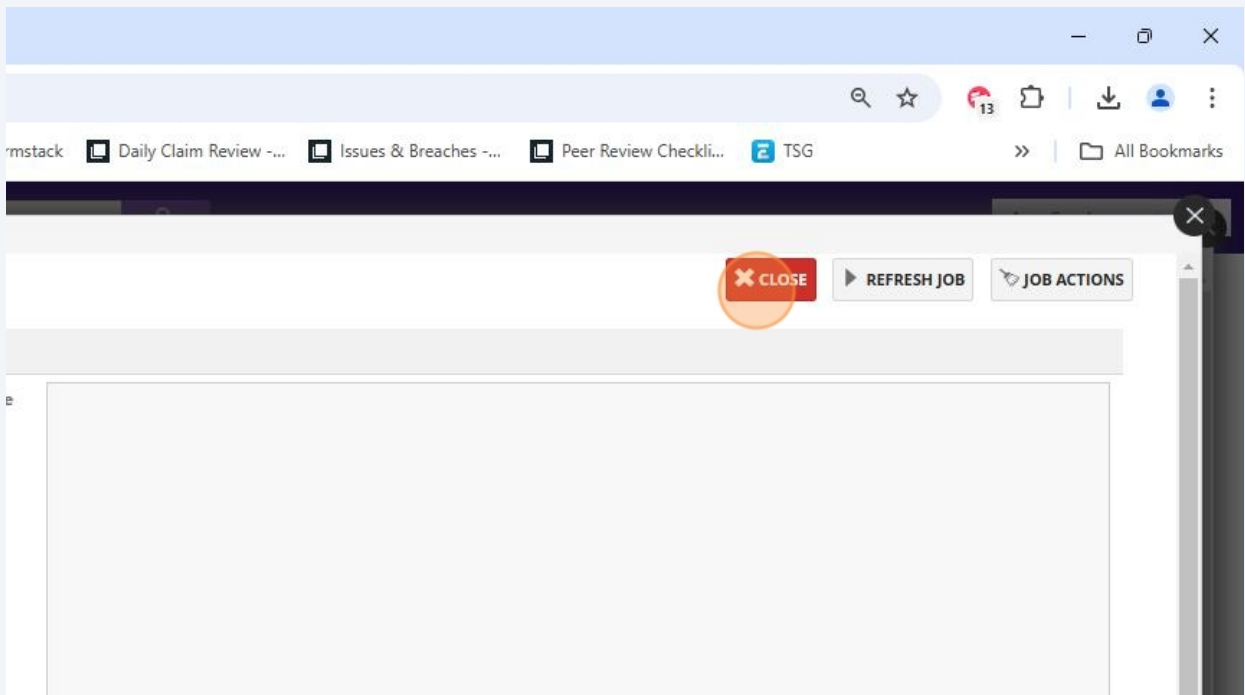


A screenshot of a web application interface showing a modal dialog box. The dialog box is titled 'External Api Homeserve Job History' and has a close button (X) in the top right corner. Inside the dialog, there is a section titled 'New Job Note'. Below this title is a text area with the text 'Please go ahead with the repair.' and a cursor. To the right of the text area are two buttons: a green button with a checkmark and the text 'SAVE AND CLOSE', and a red button with an X and the text 'CLOSE'. The background of the application is dimmed, showing a dark grey area with the text 'Error Message' and 'MESSAGE'.

30 Click "Save and close"



31 Click "Close"



32 Click "Notes"

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Claim Reference ⓘ 444770

Notification Date 04/10/2024 📅 Incident Date 20/09/2024

Delivery Date 20/03/2020

S ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS **NOTES** TASKS DOCUMENTS HISTORY API

HISTORY INVOICES IMAGES

REF ID	JOB STATUS	SUBMITTED AT	SUBMITTED BY
	refertostore	04/10/2024 09:17	

33 Click "Add"

20/09/2024 📅

Status Open ▾

Position Referred ▾

Reason Assigned to Emmiera ▾

Handler Georgia Leech ▾

Next Appointment Date 28/10/2024

+ ADD 🗑️ DELETE

34 Type your note, then click "Add and close"

Notification Date 04/10/2024 Incident Date 20/09/2024
Delivery Date 20/03/2020

Add Claim Note

New Claim Note ADD ADD AND CLOSE CLOSE

Date 30/10/2024
Author Amy Stephenson
Claim Note Type
Repair authorised.

35 Click "Tasks"

Claim Reference 444770
Notification Date 04/10/2024 Incident Date 20/09/2024
Delivery Date 20/03/2020

ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS **NOTES** **TASKS** DOCUMENTS HISTORY API

	AUTHOR	TYPE	NOTE
21:08	Amy Stephenson		Repair authorised.

36 Tick the check-box

Delivery Date 20/03/2020 Reason /
Handler (C
Next Appointment Date

TIMATE LABOUR PAYMENTS NOTES **TASKS** DOCUMENTS HISTORY API

▼	DUE DATE	▼	COMPLETED?	▼	TYPE
	28/10/2024 16:41		<input type="checkbox"/>		Homeserve Update

37 Change the claim status to "Accepted"

Amy Stephens

SAVE SAVE AND CLOSE CLOSE PRINT EM

Incident Date 20/09/2024

Status Open
Position Referred
Reason Accepted
Handler Referred
Next Appointment Date Rejected
Reopened

Y API

+ ADD DELETE EXP

MPLETED?	▼	TYPE
		Homeserve Update

38 Change the claim reason to "Repair authorised"

Reason	Handler	Next Appointment Date
PI		
ED?	TYPE	
	Homeserve Update	

Complaint - Rejection Overturned

Complaint Resolved

Finalised

Part Delivery ETA 2 Weeks

Part Delivery ETA 4 Weeks

Part Delivery ETA 6 Weeks

Part Delivery ETA 8 Weeks

Parts Requested from OFL

Parts Requested to Customer

Repair Authorised

Repair Complete

Replacement Requested

1 - 1 of 1 items

39 Change the handler to your name,

Status	Open
Position	Accepted
Reason	Repair Authorised
Handler	Georgia Leech
Next Appointment Date	

Date: 20/09/2024

TYPE
Homeserve Update

Adam Sutton

Aimee Scott

Amy Stephenson

Andrew Atkinson

Andrew Robson

Brandon Allan

Calum Hall

Charles Carter

Charlotte O'Hare

Courtnie Taylor

Danielle Ward

40 Click "Save and close"

