



MB&G INSURANCE

Oak Furnitureland

Report Assessment – Repair Complete

06.11.24


OFL Report Assessment - Repair Complete

1 Click here to access the claim

DETAILS NOTES DOCUMENTS HISTORY

Detail

A new Emmiera OFL Report has been added to the claim.

Claim  437404

Type Homeserve Update

Status Open

Is High Priority? No

Due Date 25/10/2024 17:22

Opened By

Opened Date 25/10/2024 17:22

Assigned To

- DWF 360 Admin
- Brandon Allan
- Luke Armstrong
- Andrew Atkinsor
- Robert Bagley
- Venkatesh Band
- Susan Barker
- Daniel Belks
- Lauren Bell
- Jeff Benstock
- Julie Birrell
- Katie Birrell
- Danusia Blackley
- Stacey Bland
- Harry Brannen
- James Burland
- Charles Carter
- Julia Chirnside
- Household Claim
- MBI Claims Grou

2 Go to documents

Claim Reference Status

Notification Date Incident Date

Delivery Date

Position

Reason

Handler

Next Appointment Date

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

Repair

Action

Incident Location

Show Incident Loc

Maximum Liability

Claims Incurred

Repair Excess

Claim Fee

Current Reserve

Total Paid

3 Open the report

DETAILS FINANCE POLICE PARTIES ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES

Sender Category

<input type="checkbox"/>	OPEN	DESCRIPTION	FILE NAME	CREATED
<input type="checkbox"/>	Open	Report - 3449319	Report - 3449319.pdf	25/10/2024
<input type="checkbox"/>	Open	Claim 437404 - Sabarish Durvas - ofl-8988920	Claim 437404 - Sabarish Durvas - ofl-8988920.eitremI	07/09/2024
<input type="checkbox"/>	Open	Report - 3410729	Report - 3410729.pdf	04/09/2024
<input type="checkbox"/>	Open	MB&G Insurance - Your Oak Furnitureland Claim - Parts Received	MB&G Insurance - Your Oak Furnitureland Claim - Parts Received.eitremI	28/08/2024
<input type="checkbox"/>	Open	MB&G Insurance - Your Oak Furnitureland Claim - Parts Ordered	MB&G Insurance - Your Oak Furnitureland Claim - Parts Ordered.eitremI	19/08/2024

4 Click the download

The screenshot shows a web application interface with a claim details form and a download menu. The form includes fields for Status (Open), Position (Accepted), Reason (Parts Requested to C), Handler (Neil Gray), and Next Appointment Date (25/10/2024). There are two green 'SAVE' buttons. Below the form are buttons for 'ATE DOCUMENT', 'VIEW MESSAGE', and 'EMAIL CLAIMS FILES (.PDF)'. A download menu is open, showing a list of PDF files, with the first file 'Report - 3449319 (1).pdf' highlighted by an orange circle.

Status	Open
Position	Accepted
Reason	Parts Requested to C
Handler	Neil Gray
Next Appointment Date	25/10/2024

- Report - 3449319 (1).pdf (511 KB • Done)
- Desktop Assessment - Orr Parts.pdf (5.1 MB • 25 minutes ago)
- Report Assessment - Rejection.pdf (6.4 MB • 2 hours ago)
- Rejecting an FNOL.pdf (1,118 KB • 3 hours ago)
- Raising an FNOL-Customer Has Matched toTheir Policy.pdf (3.4 MB • 3 hours ago)
- Dreams FNOL-Customerhasntmatchedtotheirpolicy._PDF_2024-10-29120044.068356.pdf (2.3 MB • 5 hours ago)
- Policy Validation-Product Replaced

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

The screenshot shows the 'ISSUES FOUND' section of a report. It includes a magnifying glass icon and the text 'ISSUES FOUND'. Below this, there is a section for 'ISSUE 1' with the following details:

- ITEM: 3STR
- ISSUE CODE: VALID WARRANTY CLAIM
- SUB CODE: FABRIC ISSUE
- TECHNICIAN'S FINDINGS: On inspection, customer reported that the her son accidental dropped insense stick on the 3str left-hand facing seat which burnt a hole in the se
- LIABILITY EXPLANATION: This is accidental damage from a burn
- ACTION TAKEN: To rectify, I have dismantled the 3str and fitted a replacement left-hand facing seat cushion cover supplied mr. Durvas has thoroughly inspecte entirely satisfied with end results service complete
- FAULT OUTCOME: WORK COMPLETE - CUSTOMER HAPPY
- REPORT CONCLUSION: The customer is fully satisfied with all the repair work carried out and has signed to confirm that the service is fully closed, no further action is re

6 Scroll down on the report to get the cost of the job.

The screenshot shows the top part of a service report. The header includes the logo for 'Emmiera Group' on the left, 'SERVICE REPORT' in the center, and 'REPORT NO: 3449319' on the right. Below the header, there is a section for 'COST OF JOB (exc. VAT)' with the value '£105.00' circled in orange. Underneath the cost section, there are two photographs of a brown leather sofa and two armchairs in a room.

7 Click "Details"

The screenshot displays a 'Claim' details form. On the left, there are fields for 'Policy Holder', 'External Ref No' (ofl-8988920), 'Cover Level' (Furniture Guard), 'Underwriter' (Novus Underwriting), and 'Vulnerable?' (No). On the right, there are fields for 'Claim Reference' (437404), 'Notification Date' (01/08/2024), and 'Delivery Date' (20/10/2023). Below the form is a navigation menu with tabs: 'DETAILS' (circled in orange), 'FINANCE', 'POLICE', 'PARTIES', 'ESTIMATES', 'ESTIMATE PARTS', 'ESTIMATE LABOUR', 'PAYMENTS', 'NOTES', and 'TASKS'. To the right of the menu are buttons for '+ ADD', 'DELETE', and 'EXPORT'. Below the menu is a 'Sender' field and a 'Category' field, with a green 'Search' button. At the bottom, there is a table with columns: 'OPEN', 'DESCRIPTION', 'FILE NAME', and 'CREATED'. The table contains one row with the following data: 'Open', 'Report - 3449319', 'Report - 3449319.pdf', and '25/10/2024 17:22'.

8 If all of the mandatory fields have been filled in, go to "Estimates"

The screenshot shows a software interface with a top navigation bar containing tabs: VICE, POLICE, PARTIES, ESTIMATES (highlighted with an orange circle), ESTIMATE PARTS, ESTIMATE LABOUR, PAYMENTS, NOTES, TASKS, DOCUMENTS, HISTORY, and API. Below the navigation bar, there are several input fields and dropdown menus. The 'Repair' dropdown is set to 'Furniture Repair' and the 'Action' dropdown is set to 'Non DTA Process'. The 'Incident Location' dropdown is empty, and the 'Show Incident Loc' dropdown is set to 'No'. The 'Description' field contains the text: 'son carrying stock which was accidental pushed through the sofa where the stitching is on the seat'. The 'Incident Location' field contains 'Sofa'. The 'Type' dropdown is set to 'Accidental Damage'. The 'Cause' dropdown is set to 'Stitching / Buttons'. The 'Status' dropdown is set to 'Accidental Damage'. The 'Notes' field contains the text: 'ON ARRIVAL THE CUSTOMER SHOWED ME THE ISSUE WITH THE SOFA THE LHF END SEAT COVER HAS A BURN HOLE ON THE TOP TO SOLVE THIS FOR THE CUSTOMER A NEW SEAT COVER WILL'. The date is set to '19/08/2024'. The bottom of the screenshot shows a Windows taskbar with various icons.

9 If the estimate price is different, double click on the estimate to change it

	JOB NUMBER	DESCRIPTION	ESTIMATE	PAID	OUTSTANDING
	437404	First Inspection	£ 48.00	£ 48.00	£ 0.00
	437404	report 2	£ 48.00	£ 48.00	£ 0.00
	437404	parts	£ 70.18	£ 0.00	£ 0.00
	437404	REPORT 3	£ 150.00	£ 0.00	£ 150.00
	OFL	OFL	£ 0.00	£ 0.00	£ 0.00

10 Go to "Labour"

	HOURS
	1

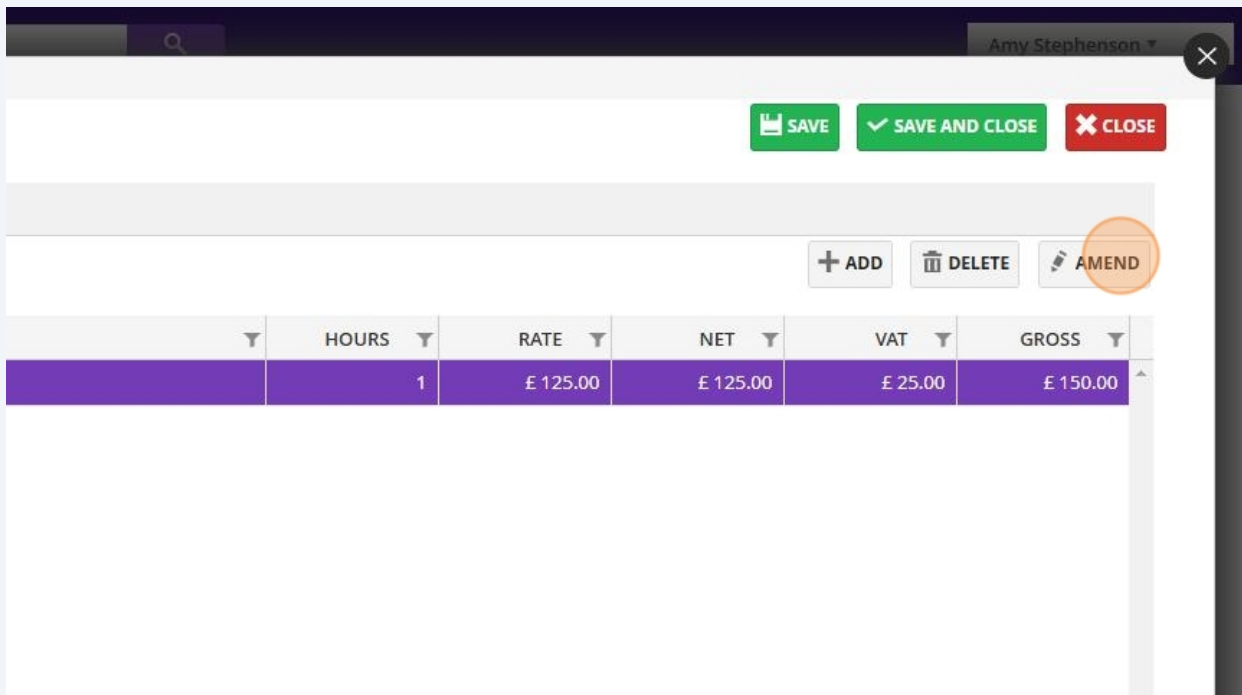
11 Click on the estimate line

SAVE SAVE AND CLOSE CLOSE

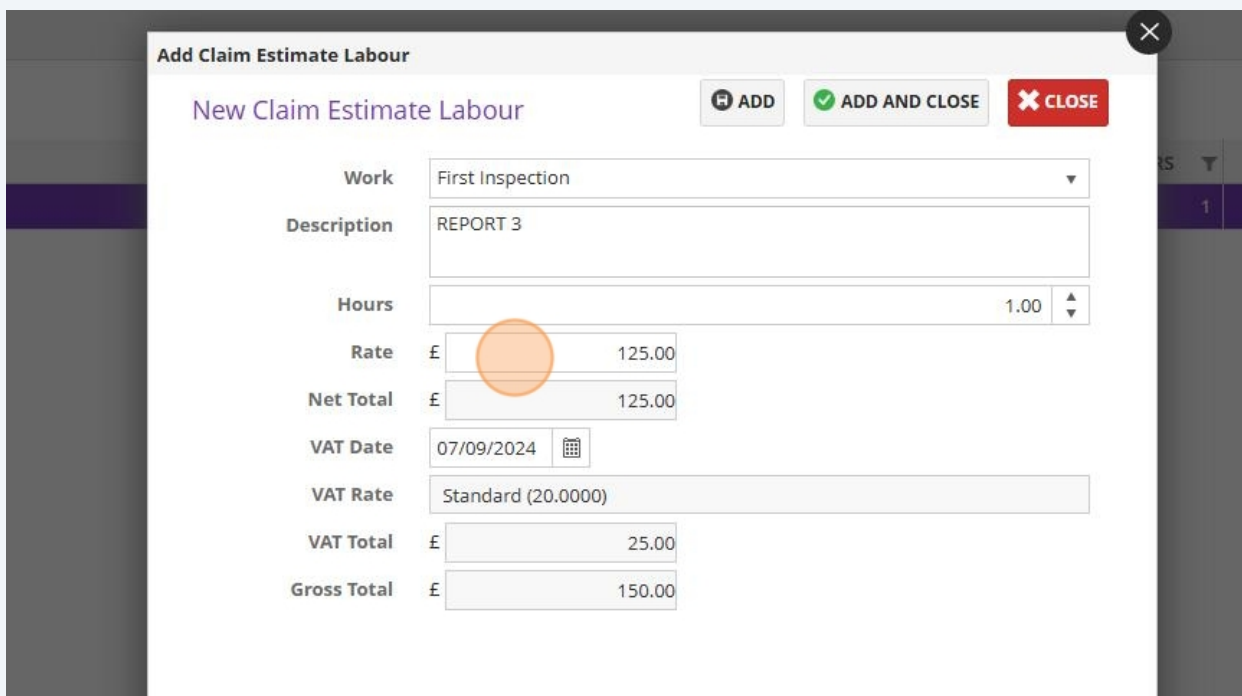
+ ADD DELETE AMEND

	HOURS	RATE	NET	VAT	GROSS
	1	£ 125.00	£ 125.00	£ 25.00	£ 150.00

12 Click "Amend"



13 Put the correct price in the "Rate" field



14 Click "Add and close"

Add Claim Estimate Labour ✕

New Claim Estimate Labour

➕ ADD
✔ ADD AND CLOSE
✕ CLOSE

Work

Description

Hours

Rate £

Net Total £

VAT Date

VAT Rate

VAT Total £

Gross Total £

15 Click "Notes"

Claim Reference ?

Notification Date **Incident Date**

Delivery Date

Next

ES
ESTIMATE PARTS
ESTIMATE LABOUR
PAYMENTS
NOTES
TASKS
DOCUMENTS
HISTORY
API

TY	PAYEE(S)	ESTIMATE NO.	JOB NUMBER	DESCRIPTION
Emmiera Group (formally reserve Ltd)	Emmiera Group (formally Homeserve Ltd)	EN183497	437404	First Inspection
Emmiera Group (formally reserve Ltd)	Emmiera Group (formally Homeserve Ltd)	EN186943	437404	report 2
Furniture Land (OFL)	Oak Furniture Land (OFL)	EN186945	437404	parts

16 Click "Add"

01/12/2023

Position Accepted

Reason Parts Requested to Customer

Handler Neil Gray

Next Appointment Date 25/10/2024

TORY API

+ ADD **DELETE**

NOTE

137404 3-seater sofa cfph passed to emmiera

ACTION TAKEN: On arrival the customer showed me the issue with the sofa the lhf end seat cover has a burn hole on the top to solve this for the customer a new seat cover will be needed and a technician to return to fit it this will need a 2 hour appointment to do this

LHF seat cover - ordered

Lead time 4 weeks, cost is £58.48

Parts Received

17 Type up your note then click "Add and close"

Delivery Date 20/10/2023

Reason
Handler
Appointment Date

Add Claim Note

ADD **ADD AND CLOSE** **CLOSE**

New Claim Note

Date 29/10/2024


Author Amy Stephenson



Claim Note Type

Repair complete

era
owed me t
over will be

18 Click "Tasks"

Claim Reference  437404

Notification Date 01/08/2024  Incident Date 01/12/2023 

Delivery Date 20/10/2023

St
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Next Appointr
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MATE PARTS ESTIMATE LABOUR PAYMENTS **NOTES** **TASKS** DOCUMENTS HISTORY API

AUTHOR	TYPE	NOTE
Margaret Forster		437404 3-seater sofa cfph passed to emmiera
Georgia Leech		ACTION TAKEN: On arrival the customer showed to solve this for the customer a new seat cover appointment to do this

19 Click this check-box

Handler
Next Appointment Date

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

DUE DATE	COMPLETED?	TYPE
25/10/2024 17:22	<input type="checkbox"/>	Homeserve Update
19/08/2024 09:12	<input checked="" type="checkbox"/>	Homeserve Update
04/09/2024 11:13	<input checked="" type="checkbox"/>	Homeserve Update

20 Change the claim reason to "Repair complete"

The screenshot shows a software interface with a dropdown menu open. The dropdown is titled 'Next Appointment Date' and contains the following options: 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**, and Replacement Requested. The 'Repair Complete' option is highlighted with an orange circle. Below the dropdown is a table with columns 'HISTORY' and 'API'. The table has three rows, all with 'Homeserve Update' in the 'TYPE' column. The first row is highlighted in purple. At the bottom right, there is a pagination indicator '1 - 3 of 3 items' and a refresh icon.

21 Change the handler name to yours

The screenshot shows a software interface with a dropdown menu open. The dropdown is titled 'Handler' and contains the following options: Neil Gray, Adam Sutton, **Aimee Scott**, **Amy Stephenson**, Andrew Atkinson, Andrew Robson, Brandon Allan, Calum Hall, Charles Carter, Charlotte O'Hare, Courtnie Taylor, and Danielle Ward. The 'Amy Stephenson' option is highlighted with an orange circle. Above the dropdown are fields for 'Status' (Open), 'Position' (Accepted), and 'Reason' (Repair Complete). To the left of the dropdown is a date field '01/12/2023' with a calendar icon. Below the dropdown is a table with columns 'HISTORY' and 'API'. The table has three rows, all with 'Homeserve Update' in the 'TYPE' column. The first row is highlighted in purple. At the bottom right, there is a pagination indicator '1 - 3 of 3 items' and a refresh icon.

22

Click "Save and close"

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 five buttons: "SAVE" (green), "SAVE AND CLOSE" (green, highlighted with an orange circle), "CLOSE" (red), "PRINT" (grey), and "EMAIL" (grey). The main area contains a form with the following fields:

- Status:** Open
- Position:** Accepted
- Reason:** Repair Complete
- Handler:** Amy Stephenson
- Next Appointment Date:** 25/10/2024

Below the form is a section with "TORY" and "API" labels, followed by three buttons: "+ ADD", "DELETED", and "EXPORT". At the bottom is a table with a "TYPE" column:

TYPE
Homeserve Update
Homeserve Update