

# ABOUT US

## About Us

EAP Envoy is regulated and approved by the Financial Services Authority (FSA Registration N° 315338).

We primarily consist of Surveyors, Structural Engineers and Insurance Claims Negotiators, who have for many years settled claims with all the major Insurance Companies and their Loss Adjusters, and are therefore very experienced in this work.

In looking after the Claimants' interest, we apply the necessary technical knowledge required to assess a full and complete remedial scheme, in conjunction with applying appropriate negotiating and legal experience to further the claim.



## What We Offer

On behalf of the Claimant loss assessing and negotiations of Insurance claims of the perils of Fire, Flood, Impact, Water Damage, Subsidence, Heave & Land Slip.

We understand the need to manage the expectations and provide the service and care expected by the Claimant.

Our ability to deliver is best illustrated by the proactive way that our claim handlers follow-up and progress the claim with the aim to get the policyholder back to their position prior to the occurrence of the insured peril, and fully compensated.

## Why Retain Us

1. **Need** For small claims presenting no difficulty our services might be a luxury, but when a Claim is of some substance we find that many Brokers and Agents as well as the Claimants themselves may not have the necessary technical knowledge, or the time required to negotiate with the Insurance Company and Loss Adjuster on a sufficiently resolute basis.

2. **Expertise** We are not trying to be all things to all people. We offer a specialist service designed to take the pressure off the Claimant who has little or no experience in handling Insurance Claims—whether in the area of technical knowledge or the problems that arise in this type of negotiation.

3. **Efficiency** Because we are specialised, we have the information we need to process the Claimants requirements far more speedily and effectively than they could themselves. A more cost effective solution is obtained and the Claimant free to go about day to day activities without being “bogged down”.

4. **Objectivity** We bring a fresh view point from an independent stance working quietly, effectively and with confidentiality. The best interest of the Claimant are our best interest too.



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