



VPS Insurance Services

Emergency Response & Repair Services to assist the insurer, the broker and the client.

VPS are the emergency response specialists in securing, repairing, maintaining and managing property across a wide range of customer and industry sectors.

We also provide risk management and security solutions on property and construction sites and are approved by a most major insurers and brokers. Our services have been developed to add value to the insurer, the broker and the client and can also help achieve insurance compliance.

Our extensive range of property management services provide customers with the peace of mind that the property is safe and secure, and most importantly that the value of the property is retained.



WHY USE THE VPS SERVICE:

- A Nation-wide integrated 24/7 security response solution for insurance clients
- Able to reduce claims lifecycles to under 16 days on fulfilled claims and under 1 day where validation & cash settlement preferred
- A complete, 'hassle-free' service from one supplier
- Award winning initiative to link home emergency with need for permanent repair
- Professional accreditations and awards include FENSA, Trustmark, ROSPA Gold and ISO27001, 14001, 9001
- Service provider with the largest network of engineers in the UK, reducing travel time to site
- VPS Advocates principle of customer choice to manage the claims outcome in line with customer preference and limit of liability
- All Work guaranteed
- Industry leading NPS and Customer Satisfaction metrics
- With proven service quality and over 20 years of experience and expertise VPS are the market leaders in solving property issues and providing cost effective solutions

“ Insurers paid out £12.9m per day in property claims, of which £8.2m was domestic and £4.7m was commercial.”

*ABI - UK Insurance Key Facts 2015



The VPS Glazing and Locks division (known as Evander) is the UK's leading provider of emergency and reactive glazing and lock services in the property insurance marketplace, managing over 90,000 emergency claims per annum. Our combined directly employed workforce of over 600 service engineers ensures a prompt and speedy response to your clients incidents 24/7. Working with us will enable you to reduce claim lifecycles and customer issues, unnecessary calls and failure demand into your business, resulting in high customer satisfaction metrics and advocacy while managing your indemnity spend appropriately.

CAPABILITY AND CAPACITY TO DELIVER THE RIGHT SOLUTION

The VPS Glazing and Locks division is able to manage the spectrum of insured Glazing demand, whether this is a simple glass door panel, a complex architectural roof, a garage door, conservatory or even a desk top validation and cash settlement. Our services include:

- Shopfront re-structure
 - Conservatories & Garage Doors
 - Emergency 24/7 replacement Glazing
 - Desk Top Validation & Cash Settlements
 - Out of Hours Call Handling
 - Repair & Replacement of UPVC, Timber & Aluminium
- Bolted systems
- Curtain walling
- Mirror fixing
- Architectural glazing
- Roof glazing
- Glass replacement & supply-only
- Safety glazing
- Glass balustrades
- Glass door assemblies
- Toughened glass assemblies
- FIRAS approved fire resistant glazing
- Laminated glass bends
- Filming and graphics
- Regulation 14
- Fire Doors & Composite Doors



KEY INFORMATION

- **Dedicated Operational Centre** 24 Hours a day, 7 days a week, 365 days a year
- **Coverage** UK wide including Northern Ireland, Channel Islands and The Isle of Man supported through 20 regional branches
- **Validation and Reinstatement** Site validation, surveys and works completed by experienced directly employed surveyors.
- **Technology and communication** PDA field surveying tool, Client and Customer online portals, EDI technology links and SMS messaging
- **A unique hub structure** that supports a seamless claims experience from end to end and enables each claim to be managed to your requirements
- **The ability to manage all aspects of the claim** including FNOL, Out of Hours, validation, cash settlements management and payment
- **Fast and effective response** to any urgent or surge situations via our dedicated and directly employed emergency response team
- **Professional accreditations** and awards include FENSA, Trustmark, ROSPA Gold and ISO27001, 14001, 9001
- **Proven track record** and longevity of working within the Insurance Industry
- **Market leader** in the windows & doors industry, servicing over 100,000 instructions per annum, giving it the **critical mass** to be able to deploy an engineer swiftly to address an issue on site, particularly in an emergency
- **Claims management** and validation



To find out more about the services we provide please contact us on:

Email: enquiries@vps.evander.com

Phone: 0345 111 4414 for emergency attendance enquiries

Phone: 0345 155 2999 for account enquiries

Web: www.vpsgroup.com