

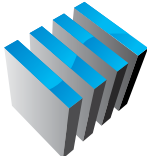
Steadfast 24/7 Broker Service

Powered by Johns Lyng Group



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brokerresponse@johnslyng.com.au



JOHNS LYNG
BROKER
RESPONSE

a **JOHNS LYNG**  **GROUP** company



24/7 EMERGENCY RESPONSE SERVICES

With over 65 years of experience, Johns Lyng Group continues to strengthen its innovation providing new and progressive services to customers and clients. Our one stop solution for emergency mitigation and repair works ensures Brokers and Clients receive an accelerated response and a continued line of communication from the time the job is received, until the time of job completion.

This service to brokers has been developed with a focus on delivering exceptional claim experiences and includes the support of a dedicated Account Manager, who is there to respond to any questions that arise throughout the process.

In response to any catastrophe, Johns Lyng Group have invested significantly in ensuring that our service levels are maintained.

Johns Lyng Group are proud to offer a dedicated 24 hour Emergency Response Hotline service, providing Makesafe & Restoration services across Australia.

We have invested in 2 Mobile catastrophe response rigs that no other provider in Australia can match and in response to a catastrophe, can be quickly deployed to any part of Australia. These mobile venues provide a state of the art facility that JLG use as a hotspot to meet customers, insurers and brokers alike.

Resource scalability is the cornerstone of our business capability. Our 24/7 national customer service centre can significantly increase response capacity within an hour of increased claim volumes, while our field of estimators and technicians, who extend across every corner of Australia can be called upon to service an area of need immediately.

As Australia's only Insurance Builder to offer such service, it reinforces Johns Lyng Groups continued commitment to deliver exceptional customer service outcomes every time.



MAKESAFE & RESTORATION SERVICES

Extensive experience in emergency response situations and experts in emergency water extraction, biohazard, mould mitigation and building and surface restorations.

Our dedicated MakeSafe teams are our first point of response, working closely with Emergency Services across Australia to provide safe access to accident areas and protect damaged properties. Connected day or night to a wide range of specialist trades and equipped with all necessary safety equipment, Makesafe ensures the right service is accessed for the right situation.

Restorx team closely follow and are then able to keep structure and contents damage to a minimum due to their comprehensive 24/7 response capabilities. Whether it's clothing, furniture or surface restorations of walls, floors or ceilings, we are proud of our delivery capability. Restorx make it possible to mitigate damage and often restore items and surfaces to their original condition.



Makesafe Electrical & Plumbing



Contents & Surface Restoration



Fire Damage Domestic / Industrial



Water Extraction & Drying



Storm Property Damage



Mould & Biohazard



INSURANCE BUILDING SERVICES

Effective and efficient building reinstatement solutions for all types of complex insurance claims.

Johns Lyng Group are specialists in small to large scale reinstatement works. We provide a complete range of fast track, high volume building services to reinstate residential and commercial properties. Whether damaged via storm, fire, water, impact, burglary or malicious damage, Johns Lyng Group have a unique ability to provide emergency support in metro and country regions 24/7, all across Australia.

Our specialised teams are well positioned to provide the correct service for a specific claim. Our Express Builders operate by reinstating high volume insurance claims under \$20,000 without compromising quality. Our experienced Insurance Builders are well equipped to deliver on claims valued higher than \$20,000, where our Regional Builders team provide the support needed for any claim type in remote regional areas with a focus on using local trades.



National Availability



High Volume Capability



Detailed Assessments & Reports



Working With Local Trades



Insurance Building Specialists



Complete Control of Works





**“IN AN EMERGENCY WE CAN
DEPLOY OUR FULLY EQUIPPED
RIGS WITHIN 24 HOURS TO
ANY LOCATION IN AUSTRALIA”**

NATIONAL CATASTROPHE RESPONSE

**Any construction and building services company
today needs to provide a National delivery capability.**

Here at Johns Lyng Group we are proud of our ability to deploy our teams efficiently and cost effectively across Australia regardless of location.

Our advanced project management systems, quality training programs and fleet capability facilitate effective work outcomes. Our superior customer service focus supports our exceptional customer service standard.



CLAIM LIFE-CYCLE

Completion

Once all works have been completed, the Customer will sign the Statement of Satisfaction document and the Claim will be finalised.

Supervisor

JLG Supervisor will facilitate reinstatement works from start to finish.

Quote/ Scope Of Works/ Estimator

If required a JLG estimator will attend, assess and submit a quote on reinstatement works to stake holders.

Event Occurs

Broker/Customer to log a new job request via the 24/7 Emergency Hotline.

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JLG Representative

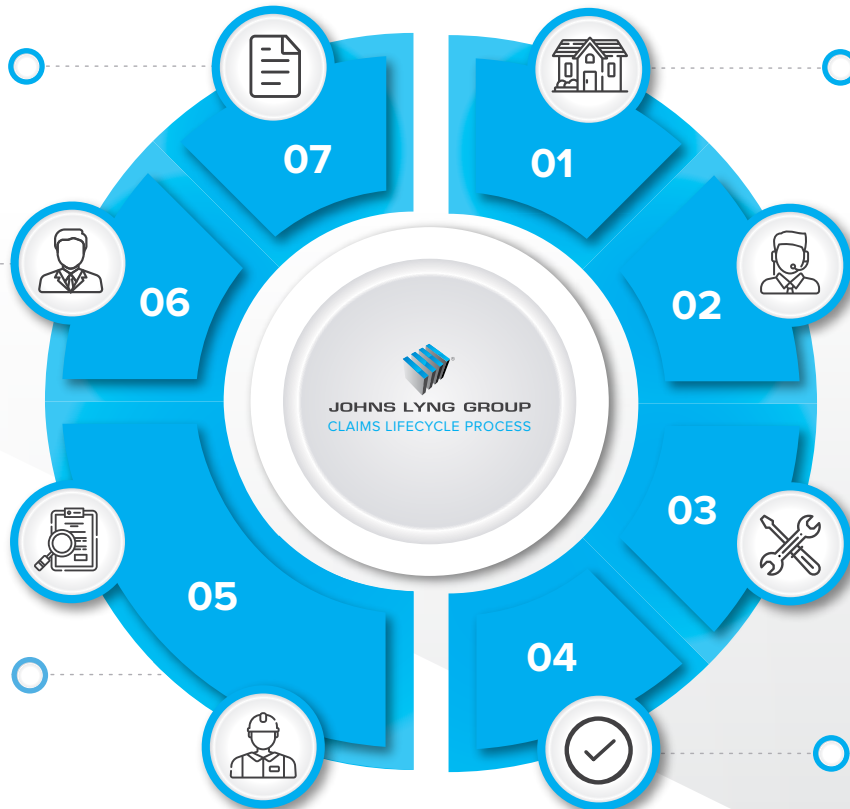
JLG representative to call customer and allocate trades.

Emergency Response Trades

Emergency Response Trades will be on-site to mitigate any damage/danger.

Completion

Upon completion of mitigation works, a report will be submitted.



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24.7 CUSTOMER HOTLINE

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Fitzpatrick & Co

Insurance Brokers

An Aviso Group Partner