



Prism Network



NATIONAL INSURANCE
DISASTER RECOVERY
& REPAIR NETWORK

No.1 for disaster recovery
& building repairs

THE PRISM NETWORK DIFFERENCE:

Customer service is a priority for us...

Prism Network ensure that you will receive a professional, efficient service that is unmatched in the industry.

We understand the difficulty in trying to find a contractor to assess and provide an estimate for repair. That's why we provide a dedicated liaison team to guarantee you receive the best and most time and cost efficient service:

From the time Prism Network is notified of a claim:

- We contact the policyholder within 2 hours to arrange a survey appointment and emergency repairs.
- Within 24 hours we will be on site to survey and arrange mitigating works as required.
- Within 48 hours of arrival on site we will deliver an electronic report that includes photographs, a full repair schedule and a precise estimate.



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WE CAN COVER IT ALL:

With 31 years management experience in the insurance industry, we know that there can be a comprehensive list of repair work that will need to be carried out. We believe making repairs quickly and to a high standard, we can save you money which will improve your claims experience.

That's why at Prism Network, we cover it all:

- ✓ Building Reinstatement
- ✓ Roofing Work
- ✓ Electrical Works
- ✓ Plumbing and Gas Works
- ✓ Non-intrusive Leak Detection
- ✓ Flood Clean-up
- ✓ Flood Restoration
- ✓ Water Removal
- ✓ Structural Drying Service
- ✓ Subsidence
- ✓ Structural Surveys
- ✓ Structural Repairs
- ✓ Wet Carpet Restoration
- ✓ Fire Damage Restoration
- ✓ Fire Damage Repair
- ✓ Fire Clean-up
- ✓ Disaster Clean-up
- ✓ Full Contents Restoration
- ✓ Asbestos Testing and Removal
- ✓ Sewage Clean-up
- ✓ Leak and Moisture Detection
- ✓ Mould Remediation
- ✓ Air Quality Testing
- ✓ Trauma Clean-up
- ✓ Lightning Damage
- ✓ Mould Removal
- ✓ Mould Testing
- ✓ Air Quality Sampling
- ✓ Crime Scene Clean-up
- ✓ Rebuild



WHY USE PRISM:

Only Prism Network can provide the following as part of its service:

- Free Disaster Recovery and Repair Network Services for policyholders.
- Free process management assistance.
- Free project management of the reinstatement works.
- Vetting of all sub contractors. We ensure that all sub contractors are screened and insured, removing the need for you to source your own contractors, with its many associated issues.
- On site liaison with loss adjusters to speed the reinstatement of the property.
- One single, dedicated project manager throughout the claims authorisation and reinstatement process.
- We contact the Policyholder within 2 hours, and attend site within 24 hours of notification, and deliver a highly detailed report - with photographs - to insurers within 48 hours.
- A local point of contact.
- Independent external audits are conducted on Prism jobs to ensure consistency and prevent leakage. These reports are available to your broker.
- No cash outlay for the policyholder, apart from the policy excess. Prism Network will invoice the insurance company direct on completion of the works and a customer satisfaction note. The only exception to this is where the loss is not covered by the policy.



Prism Network provides comprehensive disaster recovery and repair services to the insurance industry. We work with Insurers, Insurance Brokers, Loss Adjusters, and Property Managers.

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