



“Broker Assist”

The MI “Difference”

“Working with your Claims Team, helping resolve issues, enabling you the Broker to focus on your Clients”.



The MI Team - Reliable and Easy to Work With.

The Directors and staff at MI Adjusting are committed to achieving a consistent and excellent standard of claims handling and adjusting services, focussed on providing technical and expert solutions to an exceptional and market leading standard, using only experienced, qualified staff and an innovative and reliable service delivery.

A service designed to help you, the Broker, win and retain business. Brokers can count on MI Adjusting to create well-planned, customer focused solutions for their clients and to execute the plan consistently and effectively.



Board of Directors

David Robinson, Martin Mathieson, Tina Whelan, Susan Kim Brown and Dominic Oddy

- Employers Liability
- Public/Products Liability
- Disease claims
- Professional Indemnity
- Sports & leisure risks
- Contractors All Risks
- Equestrian claims
- TPPD claims.

We are dedicated to quality and providing our Clients with a tailored case by case approach to claims adjusting. MI offers the resources and capabilities of a larger company, together with the accessibility and personal touch of a smaller organisation.

“Adjusting to Your Needs”



Working in Partnership with our Clients - Launch of Broker Assist

Launch of Broker Assist – we have redefined and enhanced our claims service for Brokers. Offering a complimentary pre-loss advice service and a dedicated relationship Manager/Loss Adjuster who is industry recognised in the Broker arena. The Insurer/Broker/Customer triangle nurtures understanding, familiarity and trust between all parties. In the unlikely event of a Claim, our appointed staff will be ready and prepared.

Each and every one of our Broker Clients is of the utmost importance to MI Adjusting and we aim to look after them accordingly. We firmly believe in teamwork and partnership, achievable because we are of a manageable size. Our Account Directors will guarantee that our Clients have immediate access to key personnel who will have hands-on knowledge of their account, service criteria and requirements.

Bespoke investigation reports are designed to meet the individual and specific requirements of our Clients.

At MI Adjusting, we are not proposing to reinvent the wheel, however, we believe there is a need for an injection of passion and commitment into service delivery and how providers support their Clients. We are continuously adapting to be aware of Client expectations and every claim is an opportunity to enhance our Broker Client reputation and Client retention.

We guarantee that we will make the journey of the claims process as smooth as possible for all involved parties. Our experience is that Clients and Stakeholders require claims to be handled professionally, promptly and with a traditional service ethic, making the experience simple and thorough.

“You don't have to reinvent the wheel; you just need to share your unique perspective on why the wheel is important.”

“Solutions & Team Work”



Specialist Adjusters & Claims Management Services

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Good service makes the difference



“Seamless and Smooth Process”

Brokers and Insurance Companies need to have Absolute Confidence in their preferred Adjuster

Through our highly experienced claims team, MI Adjusting provides that assurance:

We are experts in our field:

We have the advantage of a highly technical, passionate and dedicated claims team, that specialises in the niche area of liability claims. We understand the importance of having a team working in partnership with Brokers, keeping them fully involved and updated throughout the claim, offering a pre and post event risk assessment.

We are reliable, personable and easy to work with:

We have unrivalled experience in liability claims management, helping Brokers manage complex and major claims. We deliver a service tailored to the specific and individual requirements of our Clients. We share our Clients understanding that an off the peg, one size fits all service adds little, if any value.

Our Clients rightly expect a market leading service, consistent with and supporting their brand reputation.

We provide a commercially advantageous solution:

We deliver outstanding value. Evidence is often lost as a consequence of poor investigation techniques, inexperience and or a failure to explore all avenues of enquiry in to liability and quantum. A low cost product is very often just that, costing Insurers more in the long run. The longer a claim remains outstanding, the more expensive it can become, which can have a profound effect on Insurers' claims and indemnity spend and Brokers reputation.



"It's unwise to pay too much, but it's worse to pay too little. When you pay too much, you lose a little money - that's all. When you pay too little, you sometimes lose everything, because the thing you bought was incapable of doing the thing it was bought to do. The common law of business balance prohibits paying a little and getting a lot - it can't be done. If you deal with the lowest bidder, it is well to add something for the risk you run, and if you do that, you will have enough to pay for something better."

John Ruskin

Innovation – What it means?

Considering a problem from a new perspective - taking conventional ideas and turning them around, combining them in different ways and producing a new solution. It's not always what you do, but how you do it. The secret of our success is our unique combination of expertise in our field, coupled with a commercially innovative approach to liability adjusting and claims management services.

Why Choose Us

- Liability claims can be complex and time consuming. That is where we help - *a safe pair of hands*;
- A team dedicated to Brokers – we act as the primary point of contact and will keep the Broker in the loop throughout;
- Access to an experienced, highly technical and passionate specialist liability team, which is able to offer a reliable, market-leading service;
- We minimise claims spend, ensuring brand protection and Client satisfaction;
- We specialise in and deliver services across a broad range of liability disciplines;
- We offer unparalleled experience in the resolution of liability claims;
- In-depth investigations and risk management advice;
- Technical skills ensure pro-active claims handling and dispute resolution;
- A personal and tailored service;
- We will take the time to explain the rationale behind decisions.

VISION & MISSION



The Directors and staff of MI Adjusting are committed to achieving a consistently excellent standard of claims handling and adjusting services on behalf of our Broker Clients.

Our “can do” philosophy is dedicated to presenting our Clients with ideal solutions to their claims investigation and management needs. This is facilitated through a flexible service, designed to meet our Client's specific and individual requirements.

We are focused to provide technical adjusting services to an exceptional standard, using only experienced and qualified staff, innovative service delivery, supported by a bespoke IT system.

Passion, integrity and excellence is the foundation of our company and these are present in everything we do, enabling us to build long term relationships with our Clients, based on mutual trust and respect.

“Attention to detail and Professionalism”



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