

TERMS OF ENGAGEMENT

*All clients to complete.
Download and print a copy for signing.*

Date: _____

Claimant / Client: _____

Address: _____

Claim Assist will act of your behalf to negotiate a claim settlement with _____

_____ (insurance company) in respect of claim

reference _____ for _____

_____ (brief description of loss).

Claim Assist will:

1. Act solely in your best interests;
2. Agree with you the best possible outcome and pursue this on your behalf;
3. Keep you fully informed of all developments and progress;
4. Provide regular updates on a likely time for closure;
5. Keep all information secure and confidential. We will not discuss your claim with any third party without your full and informed consent for Claim Assist to do so;
6. Use our best endeavours to keep your costs to a minimum (see fees schedule) and where possible advise you of the maximum likely cost; and
7. Be honest in our assessment of your chances of success. We will not guarantee the outcome you would like. There are many variables, material facts, policy terms and individuals involved to overturn a declination.

You, the claimant / client will:

1. Provide us with a Letter of Authority to obtain information relating to your claim from the insurance company(ies) from whom we are seeking a claim settlement or recovery;
2. Provide us with all relevant information related to the claim;
3. Disclose all material facts to us, regardless of any previous statements made to your insurance company. Your communications with us are confidential and free of judgement;
4. Respond promptly to any requests for information from Claim Assist, as time is of the essence;
5. Not communicate or negotiate with your insurance company or their representatives without reference to Claim Assist or with us present to advise you; and
6. Make payment of the agreed remuneration to Claim Assist as requested.

Fees

Our fee structure is outlined at <https://www.claimassist.nz/page/fees> and all costs and time allocated are logged and available for review.

We act on a flat fee for the initial review of documents or claim circumstances and by agreement once you engage our services.

Supplementary Services

Depending on the complexity of your claim, other professional services may be required. Where this may be recommended we will provide a brief to you of the specialist service required, the reason and likely cost. If, in our professional opinion, the cost of recovery is uneconomic, we will advise you of the reason for this conclusion and recommend alternative remedies. We will not incur any unauthorised expenses during our engagement.

I / We have read and accept these Terms of Engagement

Signed:

Date:

For Claim Assist:

Date:
