



## GLOSSARY OF TERMS

**VARIATION:** A variation is a change to the scope of works, and can include an addition; omission; or amendment.

**MAKE SAFE:** A make safe is a temporary fix to ensure your property is safe and secure.

**CONTRACT:** An agreement between us and the policy owner which provides an overview of repair works. A contract is required to be signed prior to repairs commencing.

**Assessor:** Our Estimator, Assessor or Supervisor will attend your property to assess the claimed damages and provide a report and estimate for your insurance company to review.

**SCOPE OF WORKS:** a working document provided from KBA to your insurance company which outlines the works to be completed by the contractor.

## HAVE A QUESTION?

## CONTACT US

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### HEAD OFFICE

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KBA INSURANCE REPAIRS

**KBA GROUP**  
INSURANCE REPAIRS



People Planet Performance

*From the smallest to largest repair, our swift call to action minimises 'anticipation of the unknown' for our clients*

## ABOUT US

KBA Insurance Repairs is one of the largest builders focused on insurance repairs. We are engaged by the insurance company and work with all stakeholders collaboratively, to ensure seamless operations and a safe, cost effective and successful outcome for every project. Our company thrives on commitment and dedication to customer experience, during insurance repairs and throughout the claim life.



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## SO YOU'VE MADE A CLAIM?

### WHAT CAN YOU EXPECT IN THE CLAIM PROCESS?

We have received your claim from your insurance company, however we may need a bit more information.

KBA will be in contact with you as soon as possible to discuss any further information and book a mutually agreed date and time for our Assessor to attend and inspect the damages on behalf of your insurance company.

Once we have attended, we will provide a report and scope of works for your insurance company to review. If accepted, our Repair Team will contact you to discuss your claim and organise trades to complete the repairs.

Throughout the repairs, your Repair Coordinator will arrange everything for you and there is always someone available to help if you have any questions along the way.

Once repairs have been completed, you are provided warranty on workmanship and materials. If you ever have any concerns, please contact our office to discuss a solution!



## SCOPE OF WORKS

### The Scope of Works (SOW):

- is a general description of the works to be completed by the contractor (or its subcontractors)
- will typically specify the materials and finishes being used on the project.
- will be as detailed and accurate as possible

Sometimes we will be required to submit a **Variation** to the SOW, which could be due to:

- amendments
- additional damages
- a scope item is omitted.

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