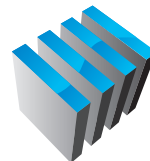


# STEADFAST **24/7 BROKER SERVICE**



 **1300 218 992** | [brokerresponse@johnslyng.com.au](mailto:brokerresponse@johnslyng.com.au)



JOHNS LYNG  
**BROKER**  
RESPONSE®

a JOHNS LYNG GROUP company



## 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 and New Zealand 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.

Our Restorx team 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**







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

## **INTERNATIONAL CATASTROPHE RESPONSE**

**Any construction and building services company  
today needs to provide an international delivery capability.**

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





## **24/7 EMERGENCY RESPONSE SERVICES**

With over 70 years of experience, Johns Lyng Group continues to strengthen its innovation by 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 completion.

This service to brokers has been developed with a focus on delivering exceptional claim experiences, including 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 exceptional service levels are maintained, whatever the circumstance.

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

We are the only provider that have invested in mobile catastrophe response rigs that can be quickly deployed to any part of Australia or New Zealand. These mobile venues provide a state of the art facility that Johns Lyng Group use as a hotspot to meet customers, insurers and brokers alike.

Resource scalability is the cornerstone of our business capability. Our 24/7 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 and New Zealand can be called upon to service an area of need immediately.

As the only Insurance Builder to offer such service across Australia and New Zealand, our response capability reinforces our continued commitment to deliver exceptional customer service outcomes every time.





# INSURANCE BUILDING SERVICES

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

Johns Lyng Group provide a complete range of fast track, high volume building services to reinstate residential, strata and commercial properties. Whether damaged by storm, fire, water, impact, burglary or malicious activity, Johns Lyng Group provide 24/7 emergency support to metro and country regions across Australia and New Zealand.

Our specialised teams provide tailored services that best suit your claim. Insurance claims under \$30,000 are reinstated to premium quality by our Express Builders, while those over \$30,000 are delivered by our Insurance Builders team. Any remote and or regional claims are managed by our Regional Builders, with a focus on utilising local trades. Johns Lyng Strata Services deliver specific domestic and commercial building and restoration works for Strata insurers, loss adjusters, brokers and property/Strata managers.



**National Availability**



**High Volume Capability**



**Detailed Assessments  
& Reports**



**Working with  
Local Trades**



**Insurance Building  
Specialists**



**Complete Control  
of Works**



# 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 stakeholders.

## Event Occurs

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

**1300 218 992**

## JLG Representative

JLG representative to call customer and allocate trades.

## Emergency Response Trades

Emergency Response trades will be onsite to mitigate any damage/danger.

## Completion

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



**1300 218 992**

24/7 CUSTOMER HOTLINE

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**Steadfast**