



HOME EMERGENCY RESPONSE

INTRODUCTION

Here at CET we understand that home emergency situations can be very personal. A customer's home may be under threat and they need to reach out to a professional service that offers both empathy and an efficient solution to their problem. That's why our Home Emergency Response team is comprised of highly-trained staff with a wealth of experience in the insurance industry.

We aim to provide customer service excellence every time, so our processes are designed to take away the stress and deliver a resolution as quickly as possible. However, the process itself is not enough, it is the commitment and expertise of our team that truly sets us apart.

Here are just a few of the examples of CET going the extra mile and "giving our all".

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1.

It's 10am Christmas morning when our call centre receives the call. Power has been cut to a block of flats and ovens are going cold on every floor.

Within the hour two local electricians, from our nationwide network of approved service providers, are on site. The problem was quickly diagnosed and power restored. Despite several offers to join in the Christmas cheer, the team were back home to their own families in time for lunch.

CET claims handlers tracked the call from start to finish, keeping the customer and the tradesmen up to date throughout. All service level KPIs were met.

2.

Our customer's policyholder was very ill and on a dialysis machine at home when the power supply to their property failed. With just 4 hour's battery back-up we had to respond quickly and exact a speedy repair or arrange a transfer of the policyholder to a suitable medical facility.

To make things worse, the weather was appalling. Snow storms had blocked many roads and travel conditions were treacherous. CET contacted a local electrical services contractor who maintained 4WD vehicles for just this eventuality and they were dispatched within the hour.

Whilst mains power could not be restored immediately a temporary power circuit was installed and the dialysis machine re-connected. A permanent supply was installed the following day.



3.

The CET customer service centre took a call from a young, single mother with two children whose house had been flooded in the aftermath of a storm. When the CET network manager arrived on-site it became apparent that the only possessions they had left were the clothes they were wearing.

The CET team explained what the emergency service involved and talked the customer through the claims process. After arranging for alternative accommodation for the young family, the network manager took them to a local store and bought them all a change of clothes out of his own pocket.

5.

It's not often we get a call at 3am from a panicked policy holder with a rat in their bathroom, but on this occasion that's exactly what happened. Our call centre agent took the time to reassure the policyholder and offer some practical advice on how to prevent the rat from escaping.

Pest control was booked for later that morning and, because of her extreme phobia of rats, CET arranged for alternative accommodation for the night – within walking distance of her home.

The following morning the rat was removed, along with any traces that it had been in the property. The pest controllers identified the failure of a piece of mesh that had allowed the rat to gain access to the drains and, to re-assure the policyholder, laid traps in case there were any more rats in the area and agreed a return visit.

4.

At 11pm on a cold February night the CET customer service centre received a call from a couple in their 90s whose heating had broken down. After offering a delivery of a temporary heater within an hour, the call out was booked for the following morning.

Our approved local heating engineer attended at the agreed time and quickly diagnosed a failed heating pump. Unfortunately for the customer, their insurance didn't cover the full cost of repairs and their only income was their state pension, which meant they couldn't afford the excess.

The CET customer service team all agreed they would contribute a small amount each and cover the outstanding balance themselves. CET management simply approved the works, the pump was ordered on special delivery and fitted the following day.

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