

## ICAB POD



The ICAB POD is a mobile alternative accommodation solution, with customers convenience in mind. It alleviates the need to leave home following a peril if only part of the property is damaged.

The POD is also an ideal alternative for those who are unable to leave their home due to disabilities, pets or simply the need to be close to work and school.

The ICAB POD comes in two variants: kitchen and bathroom, both of which provide all of the amenities the customer requires, while restoration works are completed on their home. It also has the added benefit of being small enough to fit on a driveway or small garden. The POD offers a substantial cost saving to insurers versus hotel accommodation for an agreed period of time.

## ICAB ULTRA



ICAB recognises that High Net Worth (HNW) and Ultra High Net Worth (UHNW) clients will have very specific requirements due to the worth of their property and the bespoke nature and value of their contents. When they have a household claim, there are considerations to be made which would not be applicable in many other cases. To this end we have sourced carefully vetted suppliers who can provide the services that they will require including:

- 5 star hotels
- Securing premises
- Garaging of luxury cars
- Luxury rental properties
- Bespoke furniture offering
- Specialist storage, removals and packaging service

All ULTRA claims will be handled by a senior staff member, who will be led by the client as to how they would like us to communicate with them, whether that be by phone, email or an assistant.

We appreciate that these clients will have very high expectations which ICAB takes into account throughout the entire claim process.

## Fees

ICAB are immensely proud to be able to offer a free initial hotel booking service, extension fees do apply. We also do not charge fees for our furniture hire service and our storage and removals service.

We charge a highly competitive management fee for rentals.

Please contact us for a full fee structure of ICAB services.

## 24/7

ICAB never closes. We are open to take emergency instructions 24 hours a day, 365 days per year. Emergency alternative accommodation (for same day bookings) can be sourced whatever the time of day or night.

To ensure the best possible customer service the phone is always manned by a human being as opposed to an automated service so you can rest assured that clients' needs will always be listened to and dealt with.

Out of hours instructions must be called through by telephone to ensure that they are dealt with immediately.



For more information on any of our products and services contact us on

**0208 421 8427**

**E** [info@icab.uk.com](mailto:info@icab.uk.com)

**W** [www.icab.uk.com](http://www.icab.uk.com)

**T** [https://twitter.com/icab\\_team](https://twitter.com/icab_team)



## Mission Statement

We believe in single source Alternative Accommodation, with a commitment to treating all customers with respect and understanding. Our company philosophy is based on acting ethically, exceptional customer service, reducing the claim life cycle, demonstratable cost savings and ongoing investment in technology and communication, whilst sustaining transparency at all times. We are the provider of choice for Alternative Accommodation solutions – let us help you.

Since our inception in 1998, we have constantly evolved our product offering in line with market forces and the ever-changing technological landscape. We have listened to our instructing principals and along with extensive research, firmly believe that we can offer an exceptionally reliable and efficient alternative accommodation service, no matter what solution is required, from under one roof.

## Hotels

ICAB provides a comprehensive hotel booking service via our extensive database of accommodation suppliers. We work alongside a range of hotels from budget to five star luxury ensuring no matter what the insurers instructions are we will have a property that is suitable for their client. We work with major hotel groups as well as independents ensuring diversity and flexibility.

Staff at ICAB are fully trained and understand that in most cases hotel accommodation is needed immediately, often on the same day of instruction. We recognise that during this stressful time client communication is key and we therefore ensure that all clients are called within 15 minutes of instruction and we aim to offer a hotel within an hour. ICAB sends the client secure access to our digital portal which is unique to every claim, ensuring data protection is adhered to. The digital portal allows the client to access the basic details of their claim on their mobile phone or tablet, resulting in less touch points and more efficient communication. The claims handler will also receive a unique link to the digital portal.

**Our longstanding relationships with suppliers ensure that we secure a discount on almost every booking made, achieving a saving of approximately 20% on every booking.**



Most importantly, once the hotel instruction is logged with ICAB we will manage the accommodation side of the claim for you in its entirety. ICAB will check if extensions to the current hotel stay are required 5 days ahead of the planned check out date to ensure that the client is never left without a roof over their head.

In addition to the cost savings and fantastic service supplied by the hotel booking team ICAB advance funds for hotel bookings ensuring that the client does not need to lay out any monies at this difficult time.

## Serviced Apartments

In some cases hotel accommodation is not always suitable for the client and they need accommodation that allows them to do their own cooking and washing. In these cases we try to offer the client a serviced apartment. This type of accommodation is usually only available in city centre locations, however some suppliers have properties further out, in towns and villages.

**A minimum stay of a week is typical so are not suitable for very short term bookings.**

Serviced apartments are particularly suitable for those claims that are predicted to last for between 4 and 8 weeks, too long to stay in a hotel but too short to go to a rental.

## Rentals

If the client's displacement from their home is likely to last more than 8 weeks, we would normally recommend a rental property. Our highly trained rental team are knowledgeable in all aspects of locating and sourcing properties and will assist the client in arranging viewings, queries on tenancy agreements, tenancy deposit schemes and anything else that arises, whilst ensuring the property secured fits within budget and policy limits.

**ICAB advance all the required funds in order to secure the property. Typically this includes deposit, admin fee, inventory, cleaning charges and the first month's rent. Thereafter we pay the rent monthly.**

Similarly to hotel bookings, ICAB will manage the claim from start to finish, arranging extensions if required and serving notice as agreed, at the start of the tenancy. ICAB will even take the claim to arbitration on behalf of insurers, should unjustified deductions be attempted by landlords.



## Holiday Lets and Cottages

ICAB have working relationships with many suppliers of holiday lets and holiday cottages, throughout the UK. This type of accommodation can often work best for those clients needing alternative accommodation for a period of 4-16 weeks.

**Our large network means that ICAB can accommodate clients in both remote and sought after locations.**

## Removal and Storage Service

ICAB can arrange removals and storage of clients furniture – no job is too big or too small!

**Our carefully selected suppliers are flexible and reliable and will ensure that furniture is safely removed, packed and stored until it is ready to be moved back to the clients property when renovations are completed.**

The clients belongings remain accessible at all times. This service can be used as a standalone offering without using other forms of alternative accommodation solutions.



## Touring Caravans or Static Homes

In cases when clients live in remote parts of the country or perhaps are not able to move away from their home, ICAB can arrange for a mobile home or touring caravan to be placed on their property.

**Subject to a survey it can usually be ordered and delivered within a week of instruction.**



## Furniture Hire

In our experience, an increasing number of landlords rent their properties unfurnished. When a client is renting a property due to an insurance peril, it is unlikely that they will be in a position to take all or any of their own furniture with them, as it may have been damaged as part of the claim.

**Rather than limit the client's choice of properties to those that are fully furnished, ICAB offer a furniture hire service.**

We can provide full or part furniture packages depending on the clients requirements. Please ask us about our bespoke and flat rate packages.