

Exceptional service, every time

Centor combines insurance-buying expertise, comprehensive understanding of property risks and an award-winning in-house claims team. What sets us apart from other brokers? Our passion for our clients, our willingness to go the extra mile to get an insurance claim settled, and our expansive knowledge of the property insurance market. With over £7bn of value insured, we know what we're talking about.

How can Centor help you?

- Access to specialist real estate insurers
- Dedicated account contact to ensure consistent and high-quality service
- Bespoke policy wordings
- Access to our in-house claims team who will deal with any claims from point of advice to settlement
- Regular claims updates to provide guidance on how to prevent future incidents



Case Study: Water Damage Claim

Our determined approach leads to an increase in the settlement offer for a client.

A managing agent submitted a claim for water damage at a block of flats. Two invoices were provided, totalling nearly £4,800. The insurer complained the claim had been reported late and that as the works had already been undertaken, their position had been prejudiced. The insurer ruled out the plumbing repairs completely and carried out a desktop evaluation of the decoration, coming to a figure of just £1500.

We argued that the evaluation was guesswork as they hadn't been present, and that the plumbing invoice of £2,500 included an element of 'trace and search' costs.

We explained that it was a complex problem which had required several callouts because the leak only revealed itself when water was being drawn from the tank. The insurer increased their offer for redecoration to £1,950, which we rejected. They reluctantly agreed to pay in full.

Result: The original offer of £1,500 was increased to a total settlement of £4,039. Our determined approach saw the client receive over £2,500 more than had originally been offered. The client commented, 'Great news indeed. Thank you for your perseverance in this matter.'

Call Danielle Williams on 0207 330 8729 to learn more about how Centor can benefit you.

