



Home 3
Assistance



What we
offer your
customers

Get in touch

Home 3 Assistance Ltd
1 Future Walk, West Bars
Chesterfield, S49 1PF
T 0844 848 2929
F 0844 848 5275
www.home3assistance.co.uk

**“We’ve listened to what
customers really want
from a home assistance
service – and built
Home 3 around them”**

Ron Gray, Managing Director, Home 3 Assistance

Think you know all about home assistance services? ...think again

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Home 3 Assistance delivers exactly what customers want from a home assistance service. That's a rapid response to their home emergencies, a guaranteed call-out time and work completed by a tradesman they can trust. Home 3 provides a unique three-way claims helpline that enables customers to report their problem, speak to one of our approved local tradespeople and arrange an appointment time – all in just one call.



Rest assured that your customers will be informed, involved and consulted – from the moment they call us

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What we do

Home assistance to the power of 3

Home 3 Assistance has created a truly consumer-centric proposition, which offers your customers more than any other home assistance service. Our services cover a broad spectrum of home assistance needs, from central heating breakdowns and burst water pipes to pest infestations and storm damage.

One call, three people, one solution

When your customer calls us with their urgent home repair requirement, they speak not only to our customer service agent but also to a skilled local tradesman who can resolve their problem. In just one call, the appointment time is confirmed and agreed between all three parties, giving your customer immediate reassurance.

Even if the repair is not covered by your customer's policy, we'll still help to resolve their problem by connecting them with an assured tradesman.

Customer satisfaction – guaranteed

Home 3 Assistance guarantees the agreed level of service provided by our approved tradespeople. With our comprehensive customer satisfaction programme, repairs are followed up to ensure quality workmanship is delivered and service levels are continuously improved.

What's more, our nationwide network of tradespeople means that your customers get the same high standards of support, wherever they are in the country.

Product categories

Coverage includes

Home 3 Water

Plumbing and drainage

Home 3 Energy

Gas boiler breakdown
Gas supply pipe
Electrical emergency
Central heating breakdown

Home 3 Emergency

Home emergency
Pest contamination
Total claims management

Home 3 Assistance

Arrange a trade
Central heating services

Our network of approved tradespeople means no more trawling through directories trying to decide who to call

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How it works

Flexible service built around your business

You will be able to create a bespoke package of Home 3 services to meet the specific needs of your customers. The product groups we offer are listed in the table opposite. The way you offer these services to customers is completely flexible. Our specialists will tailor a service package to suit your needs.

Professional, efficient customer service

We know that your customers don't want to be kept waiting when they need an urgent response to a home emergency. That's why we have devised our unique three-way helpline, which gives them a rapid response and a guaranteed call-out time in just one phone call.

Managed network of tradespeople

Because we carefully vet all tradespeople on our approved list and actively manage our network by assessing jobs and providing customer satisfaction feedback, customers have the peace of mind that they are getting the best possible service. They also know that their opinions matter to us. Their feedback, combined with on-site inspections, adherence to response time and quality of work, enables us to prioritise our list of tradespeople and ensure that the best performers get the most work.

Local support – assured quality

Our local contractors in each area are supported by our regional management network. Our regional managers are industry specialists, based in the field, who are on hand to offer support and provide swift approval of all work.

Rapid response to home emergencies and repairs

Call Home 3

Your customer calls a dedicated Home 3 agent to request assistance. Our agent quickly identifies the best local tradesman to resolve their problem.

Our service promise

- Nationwide network of approved tradespeople
- Friendly, professional service
- Dedicated UK support centre
- Satisfaction guaranteed



Our 3-way call does it all



Connect to a skilled tradesman

During the same call our agent connects the customer to the tradesman so that all three can agree a plan of action over the phone.

Arrange a suitable call-out time

Your customer ends the call knowing exactly when the approved tradesman will be visiting to resolve their emergency repair.



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**“We’ve put the
customer at the
heart of our solution”**

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Home assistance – working harder for you

1

Home3 Assistance brings together the expertise of two of the world's leading customer service and home assistance network providers to deliver a unique product that works harder for you, your customers and for tradespeople. We've built our service around what customers really want and developed a flexible solution that goes beyond any other home assistance service on the market.



Work with an experienced, reliable partner you can trust

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Who we are

A fresh approach to home assistance

Home 3 Assistance is a joint venture between two of the world's leading assistance companies – CPP and Mapfre Asistencia. By combining the customer service and business partner management expertise of CPP with the assistance network and claims management skills of Mapfre Asistencia, Home 3 Assistance delivers a unique, tailored end-to-end solution for your business.



Innovative business partner solutions

CPP is a global life-assistance specialist with more than **200 business partners** in **13 countries**, serving more than **10 million customers** worldwide.

CPP's services support business partners in markets ranging from financial services to telecommunications and utilities. Its partners rely on CPP's strategic knowledge, outsourcing expertise and multi-channel marketing support to deliver bespoke solutions that enhance customer relationships and generate revenue.

www.cppgroupplc.com



Network management expertise

Mapfre Asistencia has more than **20 years' experience** of providing home assistance services, managing more than **67 million policies** across **four continents**.

Part of a large multi-national business, Mapfre Asistencia has a global reputation for creating and managing assistance networks. Mapfre offers fast and effective solutions to everyday emergencies and repairs to its international partners.

www.mapfre.com

Guaranteed service levels to delight your customers

What we can do for you

Home assistance with a difference

Home 3 Assistance offers your business a portfolio of home assistance products and services that can be tailored to meet the specific needs of your customers. Our market-leading expertise in customer service, business solutions innovation and home assistance network management will deliver a reputation-enhancing service for your business.

Guaranteed service levels

Your customers get a rapid response to their home emergencies, thanks to our unique three-way claims helpline. We guarantee the agreed level of service provided by our approved tradespeople through our continuous customer satisfaction programme. This enables us to track end-to-end performance throughout every claim, ensuring consistently high quality standards are maintained.

Brand-enhancing services

Our unique service and range of assistance products are designed to build customer loyalty and boost retention rates. By providing the right solutions, backed by the services of our committed account management and contact centre teams, Home 3 Assistance supports your brand and reinforces your reputation for excellence.

Enhance your reputation, increase revenue, strengthen relationships

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Tangible benefits from tailored solutions

We work with you from day one to create a service that fits your requirements. By learning about your business and understanding your customers' needs, we will recommend an optimum solution that will deliver tangible, measurable benefits for your business.

- **Increased revenue** from a valuable new source of incremental income with strong customer engagement leading to improved retention rates.
- **Sales maximisation** through effective multi-channel marketing support using innovative acquisition, retention and renewal campaign strategies designed specifically for your business by our experienced team.
- **Improved brand loyalty** thanks to the wider range of high-quality products and exceptional service levels you can offer your customers.
- **Minimal operating costs** from a complete outsourced solution, operated on your behalf by dedicated Home 3 Assistance specialists.
- **Strategic relationship management** fostering a partnership approach, creating mutual benefits and delivering a long-term, profitable relationship.

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