51 JKL Street,
Edenderry,
Co. Offaly

Tel: 046 9733786
Mobile: 087 7990311
Email: info@edenclaims.ie
Website: www.edenclaims.ie

Appointment of Representative

Date:	
Claimant Name:	
Claimant Address:	
Insurer Name:	
Policy Number:	

I hereby confirm that I have appointed a Third Party; ***Eden Claims Management Ltd.*** 51 JKL Street, Edenderry, Co. Offaly to act on my/our behalf in relation to a claim under the above numbered policy.

The claim relates to damage caused due to ____

The loss occurred on or between the following date(s): ________________________________

Please accept this as confirmation of my consent to have the above-named Third Party act as my representative, to engage and communicate in relation to this claim and to prepare, compile, process and negotiate this claim on my/our behalf.

Customer Contact

As a matter of course, customers will be informed of rights, updates, and communications in relation to this claim. If you **DO NOT** wish to receive this communication and are happy that this communication **ONLY** be provided to your nominated claims representative, please tick the box: ☐

Signed: ____

Print Name: ____

Signed in the presence of:____

Directors: Trevor Ryan, Noelle Ryan, Eden Claims Management Limited. A private company limited by shares.
Registered in Ireland No. 480705. Registered office Unit A2, Celbridge M4 Business Park, Maynooth Road, Celbridge, Co. Kildare. Eden Claims Management Ltd trading as Eden Claims is regulated by the Central Bank of Ireland No. 58220

Eden Claims Customer Introduction

Dear Customer,

Thank you for choosing Eden Claims Management Ltd. We are a professional Loss Assessing and Claims Management Company. Our role is to represent your interest in commercial, property or business interruption claims, by:

- Giving you the best advice – your claim will be handled by an expert. We are highly qualified Assessors and we have a team of professionals to ensure that you get the best advice every time.
- Your interests first – our goal is to make sure that you get the best possible settlement.
- Save you time – we aim to achieve your best interests in the shortest possible time and rectify your property as soon as possible.
- Keep it simple for you – insurance policies are complex and often misunderstood. We take care of that for you and ensure to receive your full entitlement.
- Customer care – this can be a stressful time for clients, especially if you are not sure about the progress of your claim. We aim to take the worry away from you and keep you informed on a regular basis on the status of your claim.

Please sign below if you understand and agree to the above-mentioned terms and conditions:

Signature (Insured): ____________________________________

Assessor: Trevor Ryan: Mobile: 087 799 0311 Office: 046 9733786

Email: trevor@edenclaims.ie or info@edenclaims.ie

Office: Evie McKenna: Mobile: 085 269 6191 Office: 046 9733786

Email: evie@edenclaims.ie

Office: Cian Ennis: Mobile: 085 171 1679 Office: 046 9733786

Email: cian@edenclaims.ie

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Retention:

Retention is applied to all building claims, normally in the region of 5% if the figure is below €20,000 but if the settlement figure is above this it will increase. When the work has been completed you provide a vat invoice along with pictures of the completed work and the retention will be released. A second visit from the adjuster may be needed.

Insurance company pay-outs

When the Loss Adjuster requests a payment from the Insurance Company it is important to know that your mortgage provider may be named on the cheque and if the policy is in joint names, the payment will be in joint names also.

Eden Claims Payment:

Please note that payment to Eden Claims is required upon receipt of invoice, irrespective of whether your insurance claim has been settled. Once the invoice has been issued, payment should be made promptly in accordance with the terms stated on the invoice.

Non-Continuation of Claim:

Should you choose not to advance with your claim, Eden Claims will issue an invoice covering all work undertaken and completed to date.

Insurance Premium Increase:

If your claim is assessed and paid out you will find that your insurance premium will increase at the next renewal. This is nothing to do with Eden Claims and if you have any questions in relation to premiums please contact your insurer.

Please sign below if you understand and agree to the above.

Signed: ______________________________

(The Insured)

Required Documentation:

There are a few things we will need you to provide in order for your claim to be processed:

- ***Claims History Letter***
- ***Insurance Policy Schedule***

In addition to this, depending on the claim there may also be some reports needed such as ***Plumber's reports/ Roofer's reports.***
If, for any reason, you are unable to obtain Claims History Letter or the required reports, we can look after this on your behalf. However, we do wish to inform you that this may involve extra costs.

Professional Loss Assessing Fees:

Our Eden Claims fees are outlined below:

Settlement Value:	*Eden Claims Fee:*
Less than €4,500.00	***€500.00 plus VAT***
Between €5,000.00 to €10,000.00	***€1,000.00 plus VAT***
Between €10,000.00 and €20,000.00	***€2,000.00 plus VAT***
Between €20,000.00 and €30,000.00	***€3,000.00 plus VAT***
Between €30,000.00 and €40,000.00	***€4,000.00 plus VAT***
Between €40,000.00 and €50,000.00	***€5,000.00 plus VAT***
Above €50,000.00	***10% of the settlement amount plus VAT***

Over the last number of years we have found that this fee is offset by the value we bring to the claims process and does not leave the policyholder out of pocket.

Please sign below if you understand and agree to the above-mentioned terms and conditions:

Signature (Insured): ____________________________________