

Robertsons



“WE DON’T JUST WANT TO BE GOOD;
WE WANT TO BE THE BEST”.

MOTOR CLAIMS TPA

WE DON'T JUST WANT TO BE GOOD; WE WANT TO BE THE BEST.



Robertsons

We have provided claims, fraud and investigation services to the UK insurance sector for over 26 years.

Authorised by the FCA in our own right we also hold ISO 27001, ISO 9001, ISO 14001, BS 10200 and BS 7858 accreditation's.

 ISO 27001 INFORMATION SECURITY MANAGEMENT	 ISO 14001 ENVIRONMENTAL MANAGEMENT	 ISO 9001 QUALITY MANAGEMENT	 UKAS MANAGEMENT SYSTEMS 0015	 VERIFIED iQ Product Certification BS 10200:2018 BS 7858:2019	 UKAS PRODUCT CERTIFICATION 8500
 Managing General Agents' Association MGAA	 Crown Commercial Service Supplier		 British Insurance Brokers' Association Associate Member		

Robertson & Co (Investigations) Ltd., is authorised and regulated by the Financial Conduct Authority. Registered in England No. FRN 978138

In October 1997, my father and I started offering ethical surveillance and fraud investigation solutions to insurers in the UK.



*Ben Robertson
MD / Founder*

Through the hard work of a dedicated team of great people and the support of an expanding and loyal client base – some of whom we have had the privilege of serving for the entire 26 years - we have enjoyed regular and sustained growth. With offices in Essex and South London, we now employ some 130 staff. We are still very much a family owned and managed business, with the culture, values, regard for reputation and focus on customer satisfaction that such ownership brings.’ Protecting our clients from reputational and regulatory risk is at the forefront of what we do. We aim to deliver a bespoke and personal service to each of our clients.’

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WHAT WE BELIEVE IN



Protecting your purse as if it is our own

Robertsons scrutinise every claim, we do not take short cuts and we do not employ conveyor belt strategies.

Recruitment and Retention

Colleagues are recruited with the correct level of experience for the task. We do not scrimp and save when the outcome is detrimental to protecting your brand and your purse.

Settling genuine Claims fast

We facilitate early omni channel claims notifications that put us in the pocket of your drivers. Early liability assessment and ambitious Third Party Intervention strategies and tools sit at the heart of our First Response processes.

To embody our Clients philosophy and brand

A Claim is the opportunity to fulfill a promise to your Customers. Delivering that promise should be consistent with the values of your brand.

OUR TEAM

25

TECHNICAL CLAIMS
HANDLERS

8

INVESTIGATION
CASE MANAGERS

7

FIRST PARTY
CLAIMS HANDLERS

45

FIELD OPERATIVES

10

INTELLIGENCE
ANALYSTS

7

ADMIN AND
SUPPORT



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OUR TECHNOLOGY



360Globalnet®



Secure

Triple redundant cloud service. ISO 27001 Accredited.

[Read More](#)



Fast Development

Low Code enabling fast fully bespoke features and data capture.

[Read More](#)



Digitally Enabled

Omni-Channel Customer communication from any device.

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Data

Access to 100% of structured and unstructured data allows custom MI and Fraud Analysis.

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ALL UNDER ONE ROOF

A FULL SUITE OF CLAIMS SUPPORT SERVICES ALL UNDER ONE ROOF REDUCES THE COST AND BURDEN OF AN INCREASED SUPPLY CHAIN AND ENSURES CONTINUITY OF BRAND FOR YOUR CUSTOMERS.

WHEN WE ARE ACTING UNDER A DELEGATED AUTHORITY OUR CLIENTS BENEFIT FROM REDUCED FEES AND AVOID VAT ON SPECIALIST FIELD INVESTIGATIONS.



CLAIMS HANDLING



INTELLIGENCE



CONVERSATION MANAGEMENT



FIELD INVESTIGATION



SURVEILLANCE



E-LEARNING

TRAINING

SUPPLY CHAIN



Robertsons have long standing relationships with both legal and vehicle fulfillment suppliers and can recommend panel.

We do however appreciate that our Clients may have their own preferences and we are happy to be led.

We have no restrictive contractual obligations to Lawyers or Repair Networks. We favour a commercial model that is not led by commission income and rebates from our panel but on delivering the best outcome for our Clients and their Customers.

2023 IN NUMBERS

0

CLIENT AUDIT
FAILURES

<1%

COMPLAINTS

8.6%

GROWTH

112

CLIENTS

1178

SURVEILLANCE
OPERATIONS

3676

MANAGED
CLAIMS WITH
PERSONAL
INJURY

5802

F&T CLAIMS
MANAGED

14729

SPECIAL
INVESTIGATIONS

127

COLLEAGUES

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ONBOARDING

All of our clients are allocated a Senior Account Manager at Director level, this has been our ethos for the last 26 years. Our client onboarding principles form an essential part of our delivery. Our process is crucial for building strong, enjoyable, enduring and mutually beneficial relationships with our client and setting expectations from both sides.

Personalisation:

We tailor the onboarding process to the specific needs and preferences of each of our client. This involves collecting relevant information during the initial interactions and using it to customise the onboarding journey.

Clear Communication:

We clearly communicate the steps involved in our onboarding process, setting realistic expectations for the client. One of our Directors is assigned as Senior Account Manager and will manage this communication with your stakeholders.

Welcome Package:

We provide client with a full overview of our services, key staff members and our Business alongwith any necessary resources and guides.



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Human Touch:

Human interaction is a big part of our onboarding process. The method of this interaction is completely determined by our Clients. Our clients are throughout the UK and some overseas; we never shy away from face-to-face meetings.

It is during these interactions that we would finalise client bespoke aspects of our service deliverables. Specifically

- Case Management System – add any client requested data collation points
- Management Reporting – agree the data required, means of delivery, stakeholders and schedule
- Commercial Model - transparent pricing discussions must be held to ensure that the service meets the need of our Client and their brand.

Education and Training:

We provide educational resources and training sessions to help clients understand how to use our services effectively.

Proactive Support:

Through establishing key account stakeholders and enabling easy feedback, we can anticipate potential issues and provide proactive support. Offering assistance before clients have a need to ask.

Continuous Improvement:

We regularly review and refine our onboarding process based on feedback and performance metrics. Continuous improvement ensures that our onboarding and service delivery remain effective and relevant over time.

Once onboarding is complete, we hope that effective relationships and opportunities for feedback are established. Regular scheduled meetings are encouraged by the Robertsons Senior Account Manager to address any issues relating to service, to discuss opportunities to improve or innovate and to keep the relationship fresh.

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Uncovering the truth since 1997