

Your complete claims solution

Creating partnerships to achieve
economic and sustainable outcomes



Hello...

Woodgate & Clark is a firm of chartered loss adjusters and claims handlers, specialising in all types of claims and employing over 350 people throughout the United Kingdom.

We can trace our heritage back to 1978, when the company was independently owned until it was acquired in 2015 by Van Ameyde Group, Europe's market leader in international claims management.

Van Ameyde handles almost a million claims every year through 46 fully-owned businesses operating in 28 countries. This means we have access to over 1,500 claims

professionals delivering a broad range of services across continental Europe and beyond, all of whom are united in their commitment to delivering great claims outcomes. With a growing brand portfolio, Van Ameyde are committed to their strategy for growth and long-term investment in the UK market.

At Woodgate & Clark, our reputation is built on delivering the highest standards of technical expertise, integrity, exceptional customer service and industry leading innovation. Our philosophy is to achieve high quality, economic, sustainable claims solutions – both first and third party – through successful partnerships and collaboration.



We want to make claims as simple as possible, creating partnerships where everyone has the desire to achieve the most economic and sustainable outcome.

We are there for your customers in their time of need, to provide support and help them to continue to go about their business.



Your claims partner

At Woodgate & Clark, we offer complete claims and loss adjusting solutions.

We are an agile and dynamic business, specialising in the design and delivery of intelligent, bespoke claims solutions

Our expertise and range of services has evolved in response to the changing needs of our insurance partners and their customers, and we are uniquely equipped to deliver different types of claims solutions, from loss adjuster led project management of complex claims, simple cash settlements at the desk through to building repair fulfilment.

We are focused on achieving the best outcome for our clients and their customers, drawing on deep technical knowledge, lived experience and, where appropriate, the application of technology to settle claims intelligently and with exceptional customer service. Our expert teams include one of the highest ratios of qualified, chartered loss adjusters in the market, highly experienced claims handlers, accountants, chartered surveyors, chartered engineers, construction professionals and qualified fraud investigators.

- Commercial property and business interruption
- Complex household
- Managed repair network (Quadrassist)
- Major Loss
- Injury
- Third Party Property Damage
- Real Estate
- Heritage & Church
- Private Client
- Contractors All Risks
- Desktop Third Party Administration/DCA
- Counter Fraud
- Subsidence
- Environmental
- Media, TV, Film & Contingency (Spotlite)
- Marine (Van Ameyde McAuslands)
- Motor – fleet and cross border (Van Ameyde UK)



Spotlite

Founded in 2011, Spotlite is a specialist team of experienced adjusters and supporting administrators with over four decades of experience handling cross-class claims in the film, TV, advertising and contingency sectors, both internationally and in the UK.

We offer a field and desk-top adjusting service from our Hertfordshire head office, which is just a short drive from many of the UK's main film studios.

Our international reputation is built upon our determination to provide fast, fair and efficient claims handling combined with a deep understanding and passion for the entertainment industry.

We are committed to continuously developing our people's insurance and entertainment sector knowledge to get the best possible outcomes for all stakeholders in the claim process.

In 2022, Spotlite Claims became part of Woodgate and Clark and the Van Ameyde Group. This gives us access to a network of expert property and casualty adjusters in the UK and Europe, whenever a claim requires specific expertise in areas such as construction, heavy plant, marine or liability.



“We use Spotlite for their expertise, knowledge of the industry and quick response times in the event of a claim.”



Quadrassist

The Quadrassist building repair network was established over a decade ago to create a nationwide panel of handpicked building contractors offering peace of mind to Insurers and their customers throughout any building repair they might need following an insurance claim.

The service complements the expertise our adjusters offer and supports our clients' customers in their time of need by providing a tried and trusted solution without the burden of any stakeholder needing to go to market to find a builder of unknown quality.

Key benefits

- Rigorously screened, handpicked professionals
- Fair and economic estimates using an agreed schedule of rates
- Quality assurance through performance-managed contractors
- Managed repair service with project co-ordinator oversight at every stage
- No hidden costs

Uniquely, the Quadrassist team is made up of experienced building and construction professionals, meaning we have the in-house expertise to control indemnity spend, improve quality and performance, expedite the claim lifecycle, and offer excellent customer outcomes.



Our people

Our core strength is the quality of our people, and this has always been our primary investment. We nurture a culture of excellence, employing people with superior technical expertise and encouraging innovation, curiosity and ambition.

We are committed to understanding and responding to the motivators of our people, be that autonomy, continuous development, recognition, a competitive reward package or work-life balance. This translates into motivated teams that enable us to forge strong, long-term relationships with our clients to best serve their unique needs.

To future-proof our proposition, we have developed sophisticated ongoing succession and career development plans. We offer a successful CILA apprenticeship scheme, alongside our Major Loss Pathway, which provides a defined route to senior roles and varied career progression opportunities.

These important investments, along with our state-of-the-art in-house technical training and development programmes, reaffirm our focus on our people to ensure they have the skills and confidence to deliver the high standards of service that we are renowned for.



The human touch and meaningful relationship management really matter to us, and we are proud to have one of the highest ratios of qualified loss adjusters in the marketplace.



Sustainability

We are committed to doing the right thing by making responsible decisions and creating opportunities in ways that are good for business, our people, the wider community and the environment.

We measure our GHG emissions every year, implement initiatives and set ambitious targets to help us reduce our carbon footprint and achieve our goal of Net Zero by 2030.

These initiatives include moving our company car fleet to hybrid/electric vehicles, flexible/remote working, and making sustainable procurement choices.

Additionally, Quadrassist, our contractor network, is ISO14001 accredited and externally audited on an annual basis.

We recognise that being a responsible, inclusive employer and service provider is crucial to the sustainable success of our business, and this underpins our people strategy, recruitment processes and wellbeing programmes.

We also believe that it is our responsibility to give something back to the communities in which we work and live. We encourage all of our people to get involved in local initiatives and charities and offer two paid days per year per employee to enable volunteering and active participation for good causes.

Sustainability in claims

Our experts regularly contribute to the discussion around how we can offer more sustainable solutions throughout the whole claim lifecycle, from opportunities to reduce travel and emissions through to using low-carbon building materials in reinstatement. This research is ongoing, and as the landscape evolves, we will provide innovative thought leadership to our clients and the industry as a whole on areas for improvement or development.

MI & data analytics

We use a bespoke claims management system which was built and is maintained and updated entirely by our own in-house IT professionals.

This platform has successfully supported our claims and reporting for several years and has proved fully responsive at adapting to client reporting needs, be that regular reporting every month or responding to ad hoc and exception reporting requests. Our team analyse the output on a regular basis, including data on handler case numbers, closures, life cycle, customer updates, claim progress, payment analysis and rolling monthly measures.

As technology evolves, we are constantly evaluating ways to improve the quality and relevance of the data that we capture to deliver better indemnity control and customer outcomes. This includes a wide range of different insurers that we collaborate with, including Lloyds syndicates. As a TPA, we have the capability and agility to provide the significantly more complex data capture and reporting than any non-Lloyds insurer.

Our flexible system of capturing and analysing data allows us to provide commentary, business intelligence and insight to help our clients identify emerging trends and monitor claims activity across the market.

Van Ameyde UK Group companies

Van Ameyde

Van Ameyde UK Limited is the UK arm of the Van Ameyde Group.

Specialising in UK motor claims management for corporate clients and large-scale commercial fleet, as well as niche claims services, including motor claims for accidents involving foreign drivers, personal accident claims, travel insurance claims and experience day/event cancellation claims.

www.vanameyde.com

Van Ameyde Marine

Van Ameyde acquired McAusland Turner, a UK marine surveying and consulting firm, in 2018.

Founded in 1888, the company is the oldest marine surveying and consulting firm in continuous operation in the Port of Hull.

Now Van Ameyde McAuslands, part of the Van Ameyde marine network, we offer full marine surveying and consultancy services, goods in transit, and commercial vehicle liability services.

Operating from strategically located portside offices all over the world, its surveyors and consultants bring a unique blend of expertise, and offer clients a truly global representation through like-minded service providers across the group marine network.

www.ameydemarine.com/van-ameyde-mcauslands

Our offices

1. Basildon
2. Belfast
3. Birmingham
4. Bricket Wood
5. Bristol
6. Bromley
7. Edinburgh
8. Felixstowe
9. Grimsby
10. Hull
11. Kinross
12. Leeds
13. Leicester
14. Liverpool
15. London
16. Manchester
17. Newcastle
18. Southampton
19. Stirling
20. Stowmarket
21. Telford
22. Totnes
23. Uttoxeter
24. Watford
25. West Malling
(head office)



Woodgate & Clark

If you'd like to know more about what we can do for your business, please contact:

Simon Jones, Director

01732 520 200 / 07808 315 359

simon.jones@woodgate-clark.co.uk

www.woodgate-clark.co.uk