

ORGANISATION NAME:

\_\_\_\_\_

**LEASEHOLD AND  
HOMEBUY PROPERTY  
INSURANCE AND CLAIMS  
HANDLING SERVICES**



DATE: \_\_\_\_\_

**SCHEDULE 1  
METHOD STATEMENT  
DETAILED PROPOSAL  
RESPONSE DOCUMENT**

---

## **SCHEDULE 1 – Method Statement – Detailed Proposal Response Document**

---

1. This Method Statement should indicate your approach to the delivery of the Insurance Provision and Claims Handling Services
2. Tenderers should be aware that these Method Statements will form a fundamental part of their tender submission. For this reason it is vital that the Method Statement is realistic and thorough, but does not contain promises as to levels of Insurance and Claims Handling Services that cannot be achieved or maintained.
3. Tenderers should use the Method Statement as an opportunity to demonstrate how they will bring their experience and ability to bear in delivering the Insurance and Claims Handling Service to the Council.
4. The Council has indicated a maximum number of words against some questions. The number indicated includes words in any charts, appendices and diagrams which are incorporated into the tenderer's response unless otherwise clearly indicated. In the event that the number of words is exceeded, the Council will only consider the first part of the tenderer's response up to the maximum allowed.
5. **Appendices can be supplied as part of your Method Statement response. However, these should only be provided to enhance information provided in your Method Statement, should be clearly referenced (including page numbers) and should not be relied on as a complete response to any particular question. Failure to comply with this will result in any appendix not being included in the mark awarded.**
6. As part of the Method Statement, tenderers should respond to the following specific questions and complete the following.

ORGANISATION NAME:

\_\_\_\_\_

**LEASEHOLD AND  
HOMEBUY PROPERTY  
INSURANCE AND CLAIMS  
HANDLING SERVICES**



DATE: \_\_\_\_\_

**SCHEDULE 1  
METHOD STATEMENT  
DETAILED PROPOSAL  
RESPONSE DOCUMENT**

**IMPORTANT - Please read Appendix C – Evaluation Marking Guide for Method Statement BEFORE completing this document**

---

### Assessment of Insurance Cover

1. Please provide a copy of your full policy wording, plus details of any endorsements, conditions, restrictions and exclusions

Policy Wording attached	Yes/No
Policy endorsements, conditions, restrictions and exclusions attached	Yes/No

### Service Delivery

2. Please explain exactly what is included in your claims handling price. If no separate charge is identified please still provide full details of your service from the receipt of the claim and its investigation through to settlement including how you monitor claims within the Claims Portal.

Response (*maximum of 1,000 words*)

3. Please provide details of the structure of your claims department, CV's of staff who will act as claims handlers for the Council and their areas of expertise

Response

4. Please provide details of the structure of your underwriting department, CV's of staff who will be acting as points of contact for the Council, including their areas of expertise.

Response

ORGANISATION NAME:

\_\_\_\_\_

**LEASEHOLD AND  
HOMEBUY PROPERTY  
INSURANCE AND CLAIMS  
HANDLING SERVICES**



DATE: \_\_\_\_\_

**SCHEDULE 1  
METHOD STATEMENT  
DETAILED PROPOSAL  
RESPONSE DOCUMENT**

5. Please explain exactly how the underwriting service will be provided to include your process for responding to all correspondence (Queries, Mid Term Adjustments and Renewal procedures)

Response (*maximum of 1,000 words*)

6. Please provide details of the relevant programme of risk management services resources offered. Please include details of the number of days available at no cost and how additional resources exceeding this could be purchased by the Council.

Response (*maximum of 500 words*)

## Terms and Conditions

### 1. Specification

- 1.1. Refer to Appendix A – Market Presentation, for details of the cover requirement, limits of cover and deductibles
- 1.2. Please complete, **Schedule 2**, Market Presentation Compliance Statement
- 1.3. Significantly non-compliant bids may be rejected

Response

### 2. Freedom of Information

- 2.1. With reference to Appendix D, on the Freedom of Information Act 2000, please complete, **Schedule 5**, Schedule of Reserved Information

Response