



Insuraplex

RESTORING THE PAST, BUILDING THE FUTURE



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FREQUENTLY ASKED QUESTIONS

To give you some comfort the following is a list of the questions that most people have, we understand that you may have more questions so feel free to pick up the phone and call our office on 1300 607 670 and we will answer any additional questions you have.

Who are Insuraplex? Are you a reputable company?

Your insurance company is very diligent and to be selected to carry out insurance works for your insurance company, Insuraplex need to meet the requirements of your insurance company and have a proven track record in successfully completing insurance building reinstatement works. Feel free to have a look at our website at www.insuraplex.com.au for all our licenses and registrations including documents outlining our OH&S policy, code of conduct for staff and subcontractors and our privacy policy and trading terms.

Why do I pay the builder the excess and not my insurance company?

As your insurance company will ultimately be paying the builder, we deduct your excess amount from the payment we receive, it is the same with most panel beaters and it saves your insurance company doing this administrative task.

I have read the scope of works and I am not happy as they have missed items that I was expecting to be completed?

It is important to review your scope of works carefully, if you do find omissions it is important to contact your insurance company or insurance assessor and have this discussion. Some insurance policies do not cover matching, e.g. will only replace a section of flooring or painting up to an area even in an open living section of the home.

Am I allowed to do other building works through you i.e. the insurance company are painting some areas, we would like to paint everything or upgrade our kitchen?

Yes, you can. Either ask your Insuraplex representative for a price or download and fill in our [Client Additional Works](#) form on our website and we will be happy to assist you.



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When are our works likely to start?

Your Insuraplex representative will be in touch as soon as you have paid the excess (if applicable) and the authority to proceed has been signed and emailed or posted back to us. An actual start date will need to be discussed and every project is different i.e. do we need permits, do we need to have joinery manufactured etc...

What can I do to save time?

The following things will assist and save time:

- Any selections, paint colours, ceramic tiles, joinery, floor coverings- think about what works are required and what will need to be selected, visit some suppliers and note down what you would like i.e. supplier, make, model colour etc...
- Do you have plans of your property, do you have a specification of all the original selections, do you know your paint colours, go through your files, and provide copies to your Insuraplex representative.
- If you would like a quote on additional works, complete our [Client Additional Works](#) form on our website and return to our office.

Who will I be dealing with?

Your first point of contact will be your Insuraplex Construction Manager for any questions and queries you may have during the building works, from time to time individual trades will also be in contact with you regarding access or any specific questions you or the trade may have.

Feel free to call our office number 1300 607 670 between 8am and 5pm and we will be able to assist you with any aspect of the works.