

HOUSEHOLD CLAIMS TESTIMONIALS

Theft of Jewellery – “Thieves gained entrance to our home while we were abroad. It was protected by an alarm system and excellent locks and bolts, but they removed tiles from the roof to get inside. Unfortunately, they discovered my wife’s extensive collection of Jewellery, which she had been collecting since the 1970s. They also stole a number of our small antiques. We had one or two valuations, but these dated back to the 1970s, along with some photographs and also an opinion of value given by a local retailer who had supplied some of the jewellery. Lorega’s claims consultant determined that the valuations provided by the local retailer were too low and began researching values for all the items. Apparently he had his own database of valuations and also consulted an expert member of the Gemological Association. As a result, he was able to determine the current value of all our jewellery, and then he submitted a detailed claim to the Insurers. The insurance company had no alternative than to pay in full and we received a settlement in excess of £28,000.”

Country House Fire – “Lorega’s claims consultant took control of our claim from day one and helped us right through until it was settled. His services included finding a suitable architect, discussing our claim with the architect and the insurer’s Loss Adjuster, and preparing and negotiating our entire claim. This involved convincing the insurance company to pay for our claim for alternative accommodation – a 6 bedroom country house and a Sloane Square flat. The whole claim was settled at nearly £1.7m.”



Country Mansion Fire – “There was a fire at my country home which caused extensive damage to the building and contents, including serious damage to my collection of contemporary artwork. The claims consultant did a great job of sorting out my claim, including working closely with the artists. The Insurance Company paid out £2.5m to settle the claim.”

16th Century Barn Conversion Fire – “We were in the process of converting a 16th century barn, when it caught fire. Lorega’s claims consultant managed to convince the Insurance Company to pay to have 600m of curtain material remade at the factory, in order to make 30m of new curtains, achieving a match with everything else designed and sourced by our designer.”

Hotel Jewellery Theft – “While staying in a hotel in the US, my jewellery worth £200,000 was stolen. My lawyers were able to obtain part of my loss back from the hotel. As a result, my Insurance Company was unwilling to deal with the claim. When they finally made me an offer, it was very low because they said I didn’t provide sufficient documentation or proof of the loss. Lorega’s claims consultant was appointed and achieved a six-figure settlement, more than two-and-a-half times more than the Insurance Company had offered. I would never have achieved this without his help.”



House Fire – “What a nightmare! New Year and your house burns down. My daughter and I were homeless and all we had on were our nightclothes. It was absolute chaos. I was in such a state I didn’t know what to do, and what really confused me were calls from people offering to represent us against the insurance company, whatever that meant. I’d had enough, so next day I called my insurance broker and thankfully he sent someone along to help us. Apparently, the Loss Recovery claims handler service was all part of my insurances with him. Our claims handler sorted everything out and took a huge weight off my shoulders. Without him, I don’t know what I’d have done. I’d simply never have been able to cope on my own.”