



Service Standards - Claims

Introduction

The CPU Group Ltd, manage accidental damage, theft, warranty, extended warranty, misappropriation and GAP claims on behalf of the Insurer.

No one understands the dynamics and needs of the Education Sector better than us, and our claims handling service is specifically tailored to meet these needs. We understand that downtime in the use of devices in the School can cause difficulties for the student and teaching staff. We therefore ensure all claims are pro-actively managed and the majority are fast-tracked to settlement.

CPU provides a complete end to end fulfilment service on all claims. We arrange validation, collection, replacement and return of every device, without any outlay from the School. Unlike many providers the collection and delivery is a fully managed service as we not only provide the logistics, we supply the secure boxes for delivery and collection to ensure the administration time for schools is kept down to a minimum.

Schools are able to track claims going through the system that provides a real time view of how many claims they have pending and where they are in the process. Additionally, a Claims Dashboard provides all Schools with their claims frequency, comparison with premium paid and details trends such as the location and cause of damages. This gives real time information for schools looking to risk manage their assets and to see how and where their money is spent with a view to reducing costs.

Service Standards for Claims Handling iPad

Claims	Standard (see definition) <i>iPad Replacement to be made within 5 working days of receipt of standard claim *</i>
	Non-Standard (see definition) <i>iPad Replacement to be made as soon as possible dependent on nature of further enquires and investigations required (subject to claim being approved).</i>
Other Devices	Standard (see definition) <i>Replacement to be made within 5 working days of receipt of standard claim *</i> <i>Where repair is possible, up to an additional 5 days may be required to complete the repair (dependent on parts available).</i>



Non Standard (see definition)

Replacement or repair to be made as soon as possible dependent on nature of further enquiries and investigations required (subject to claim being approved).

Definitions

Standard Claims

Claims that are accepted without any further enquiries being made to the school or further investigations required.

Non Standard Claims

include where the damage to the unit is extensive and / or not consistent with the description of the claim. These may require referral to Insurers or further investigations being made. These claims may take longer depending on the investigations required, however will be pro- actively managed to ensure durations are kept to a minimum.

This also includes iPad claims where the application "findmyiphone" has not been disabled prior to making the claim. Note – at each stage of the claims process we remind the parent and school to ensure the application has been disabled prior to submitting the claim and provide instructions on how to do this. Our maintainers also check if the application has been disabled before arranging collection of the device. However, if the application is not disabled at the start of the claim this may cause delays.

* Note- SLAs are reliant on their being adequate stock through Apple in their exchange service.

** Note – SLAs are based on CPU appointing an independent Maintainer to fulfil claims, however there may be some variants as the reseller may manage claims on behalf of the school. However, the above service standards are maintained as a minimum.

General Claims Service Standards – Phone Calls / Emails / Post

- 80% of telephone calls must be answered within 15 seconds.
- Urgent letters and faxes to be responded to within 24 hours of receipt.
- Routine letters to be replied to within 3 working days.
- Emails responded to by the end of the next working day of receipt.
- Telephone calls to be returned within same day.
- All incoming correspondence to be date stamped.
- Maintainers Invoices settled within 30 days.