



Making it right for over 25 years



About us...

Since its formation in 1986, Martindales has developed into one of the leading providers of claims services to the UK insurance sector.

The company remains independently owned and offers a wide range of value for money services to meet the needs of insurance providers and their customers.

Our unrivalled service capability includes the following in-house services:

- Customer contact centre
- Customer care team
- Claims management
- Surveyor network
- Specialist repair & installation teams
- Manufacturing facilities
- Joinery & timber finishing
- Delivery fleet
- 24/7 emergency securing
- Recycling facility



Operating nationally through a broad network of branches, Martindales serves many of the biggest and most respected names in the insurance industry, delivering a range of top quality products and services for both domestic and commercial policyholders.

Martindales' expertise and experience in the repair and replacement of glazing related products makes us the ideal choice to 'make it right' for customers when they have suffered damage to their homes and businesses.

Martindales utilises pioneering technology, systems and innovative techniques to reinstate damage to homes, offices, shops and other business properties. The range of products we repair and replace includes windows, doors, conservatories, glass, locks, garage doors and shop fronts.

Treating customers fairly is a core value that is embedded into the culture of our business and one that we demonstrate at every stage of managing our customers' claims. You can be confident and have complete peace of mind that a claim is in safe hands with Martindales.



Your one stop shop...

Every customer's needs are different and Martindales has the capability to meet the widest and most varied range of requirements.

Our custom-built manufacturing facility enables us to produce a large number of different products to the most exacting quality standards. This includes energy efficient double glazed units and windows, doors and conservatories in PVCu, aluminium and timber.

Many homes, both traditional and modern, benefit from more bespoke timber products such as doors and sash windows. Replacing these can prove a headache for many companies who only have the ability and desire to sell you a mass-produced, 'off-the-shelf' replacement. Not Martindales. Our joinery facility sees time-served craftsmen recreate the most intricate and bespoke doors and windows in all types of hardwood and softwood, to ensure a perfect match to our customer's existing installation.

We even benefit from the services of an in-house engineer, who can manufacture identical replacement parts for obsolete components such as locking systems, minimising inconvenience to customers and helping to control costs.

For products that fall outside our extensive manufacturing capability we have many well-established relationships with both national and local suppliers.

And for over 25 years Martindales' reputation for quality and value has been forged around our repair capability – still the most extensive and effective in the insurance market as evidenced by client data and customer feedback.

...for repair and replacement

Professionalism and care...

At Martindales we recognise that our reputation is built on the experience our customers receive at every stage of the claims process.

That's why the Martindales team is made up of directly employed, highly experienced and fully trained staff to serve your needs from our first contact with you to completion of the work.

Martindales' surveyors are suited professionals, experienced in visiting homes and business premises and empathising with customers in what can be the traumatic circumstances of a break-in or other loss.

Expert installation staff are on hand to carry out the repair or replacement work, utilising a wide range of skills and extensively equipped to get the job done with minimal inconvenience.



Our Customer Contact Centre provides a professional and reassuring first point of contact for customers and insurance providers, with the latest call management technology and case management systems enabling our experienced customer service advisers to provide up to the minute information and support.

For peace of mind all our surveyors and installation staff are CRB checked and wear ID cards at all times. Our installation teams wear liveried uniforms and drive Martindales branded and tracked vehicles so you can be sure of who is attending your property.

...from start to finish



Treating you fairly...

Treating customers fairly is central to Martindales culture and influences everything we do.

From managing expectations over the telephone to sharing practical advice through our detailed Customer Care Guide – our aim is to provide customers and clients with clear and helpful information at all times. For example our Web Portal provides customers and clients with 24/7 access to key information on the progress of a Martindales managed claim.

The interests of customers are given absolute priority in all our processes, including the provision of a dedicated Customer Care Line to enable customers to gain immediate assistance should they feel that they require additional support.

Customers are given the option of receiving a SMS text message to remind them of a forthcoming appointment – an increasingly popular service for people leading busy lives.

Our surveyors provide customers with honest assessments of whether a product can be repaired and of appropriate replacements on the market.

We recognise that things don't always go to plan but we will do everything possible to minimise inconvenience. Our surveyors and installation teams will always ring ahead if running late and can arrange to call in advance of an appointment if customers need to travel to be in attendance at the property.

And we want to know what our customers think of our service, which is why we leave every customer with a Customer Feedback Card to provide their views on the Martindales experience.

...it's just what we do

Getting it right first time...

At Martindales we believe in getting things right first time...every time.

And that's why every aspect of the service we deliver is closely and centrally controlled from our Head Office hub. This allows our nationwide network of branches to focus on what they do best – delivering quality repair and replacement services to our customers.

Centralised control also means that workloads are managed evenly and effectively across our branch network, ensuring a consistent service anywhere in the country.

In order to achieve this, Martindales employs a nationwide team of expertly trained, specially equipped surveyors to assess any damage and determine the appropriate repair or replacement action.

And all our branch and field-based staff are incentivised to achieve one objective only – to repair or replace damaged items. Not to rush the job; not to sell additional products – but simply to get the job right first time, every time.



And in times of surge our detailed knowledge of available capacity and capability across the UK enables us to tailor our support response to meet demand.

Accuracy is key to getting our customers' properties back to their pre-loss condition as quickly and conveniently as possible.

So you can have every confidence that decisions affecting the appropriate course of action are being made for all the right reasons. It's just another example of control being key to how we make things right for our customers.

...every time



Smarter thinking...

Innovation at Martindales doesn't just stop at our state of the art manufacturing facilities or repair techniques.

Our bespoke claims management system gives a total view of all aspects of the claim lifecycle and our client and customer web portals enable 24/7 access to claim information. Hand held palmtop devices allow our surveyors and installation staff to view & record key information, at the same time protecting personal customer data through advanced security measures.

The latest in call management technology enables our staff to deliver a first class customer experience and manage call volumes effectively. And our automated diary management system optimises appointment bookings to benefit customers and drive efficiency.

Martindales SMARTCLAIM®

The ultimate in innovative propositions, Martindales SMARTCLAIM® is a desktop validation service that makes effective use of the latest technology. This enables customers to drive their desired claims outcome without the need for a surveyor visit in many cases.

This service is available via the web or through the free Martindales App for smartphone and tablet and is supported by over 80 years combined surveying & installation experience.

Add to that the capability to make claims settlements directly on behalf of insurance providers and you have an unrivalled customer service proposition.

...through innovation



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Window & Door Repair / Replacement
Emergency Securing & Locks
Garage Door Repair / Replacement
Glazing & Frame Manufacturing
Conservatory Repair / Replacement
Claims Management Services

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