

21 June 2018

Re: Simon Jenkinson (Thompson & Bryan)

In May and August 2017 repeated water leaks from a residential flat above, caused extensive damages to our architectural office premises and our business.

We experienced confusing delays and unsatisfactory communications from the loss adjusters appointed by the insurers, resulting in continuing disruption and business interruption. In September 2017, having reached dead-lock with insurers, we appointed Simon Jenkinson to manage and negotiate content, business interruption and building insurance claims on our behalf.

In hindsight, we should have contracted Simon at the outset.

Simon liaised confidently and meticulously with the various parties involved, and skilfully guided us through the process. We specifically appreciated his considered plans of action, and continuous updates.

Thanks to a less than joined up approach by the insurers, it took a year to settle the claim, but ultimately Simon's impressive diligence ensured a positive final result for our business. Simon also managed an official apology from the insurer, admitting that the service provided to us was not acceptable and of the level expected.

We are grateful for Simon's help, patience, professionalism and persistence, and would not hesitate to recommend him to any party requiring assistance in dealing with claims similar to ours.

Signed



Lieke Kester  
Studio Manager