

Dispute **A**ssist

“reimagining
dispute
resolution”

A new kind of resolution

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What is Dispute Assist?

Dispute Assist is a revolutionary new product designed with businesses and consumers in mind.

Quite simply, Dispute Assist is an innovative, 1st to market product which offers industry-leading alternative dispute resolution at a nominal price, so no surprise costs and its cashflow neutral.

We know it's a mouthful, so we call it ADR for short!

We also drive better outcomes using speed, expertise and advanced interactive technology with a very-much human approach.

Dispute **A**ssist

Overview

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With Dispute Assist, you get ALL-INCLUSIVE dispute resolution for a nominal price which covers all costs, including mediation and conciliation, independent inspections, forensic reporting, and Ombudsman access.

Dispute Assist is enacted at the point of purchase and remains valid for 6 years.

Dispute Assist has been developed to overcome cost barriers, particularly in these difficult times, so when we say a nominal price, we really do mean it (from £5 – 15 per job).

Should a dispute then arise, all services are completely free at that point, so no surprise bills.

Dispute  Assist

Why Dispute Assist?

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Why not? Show outstanding customer commitment and save money and time without even thinking about it.

- Trusted all-in-one dispute resolution
- Increase brand reputation
- Hassle-free and super quick service
- Fulfil legal obligations
- No admin – CSV or API data transfer
- Add value to the sale and win new business
- Neutral cashflow impact
- Transparent pricing
- Cutting-edge interactive technology
- Avoid soaring litigation fees

How it works

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The price of Dispute Assist is nominal (have we mentioned that before?) and can be itemised and charged directly to customers or included indirectly in the job margin and offered free as a standout benefit to customers (we recommend the latter approach, but we won't tell you how to run your business).

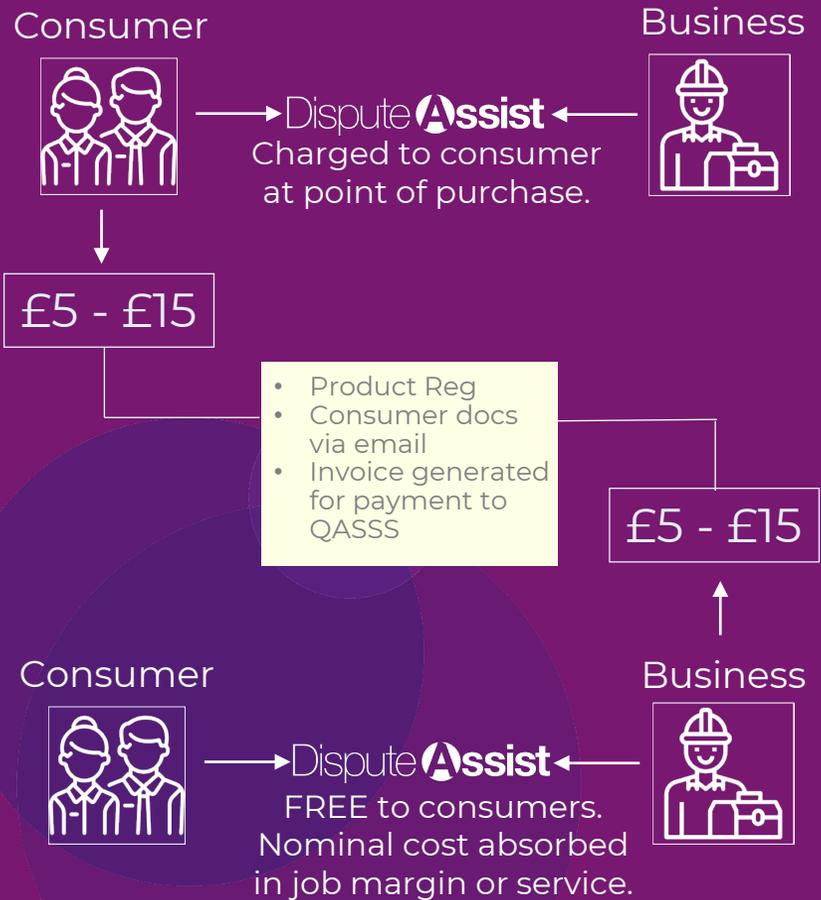
It's enacted at the point of purchase and there's no extra hassle or admin. Once jobs/installations are registered on our system (using wizardry that means no duplicate inputting), we'll send the consumer's docs by email and invoice the business monthly so there's no impact on cashflow.

Should a dispute arise, our super-quick team (we call them our ADR superheroes) are fantastically helpful. All services at this stage are free, so genuinely there are no additional costs, and, it helps avoid those fat cat lawyers and litigation fees.

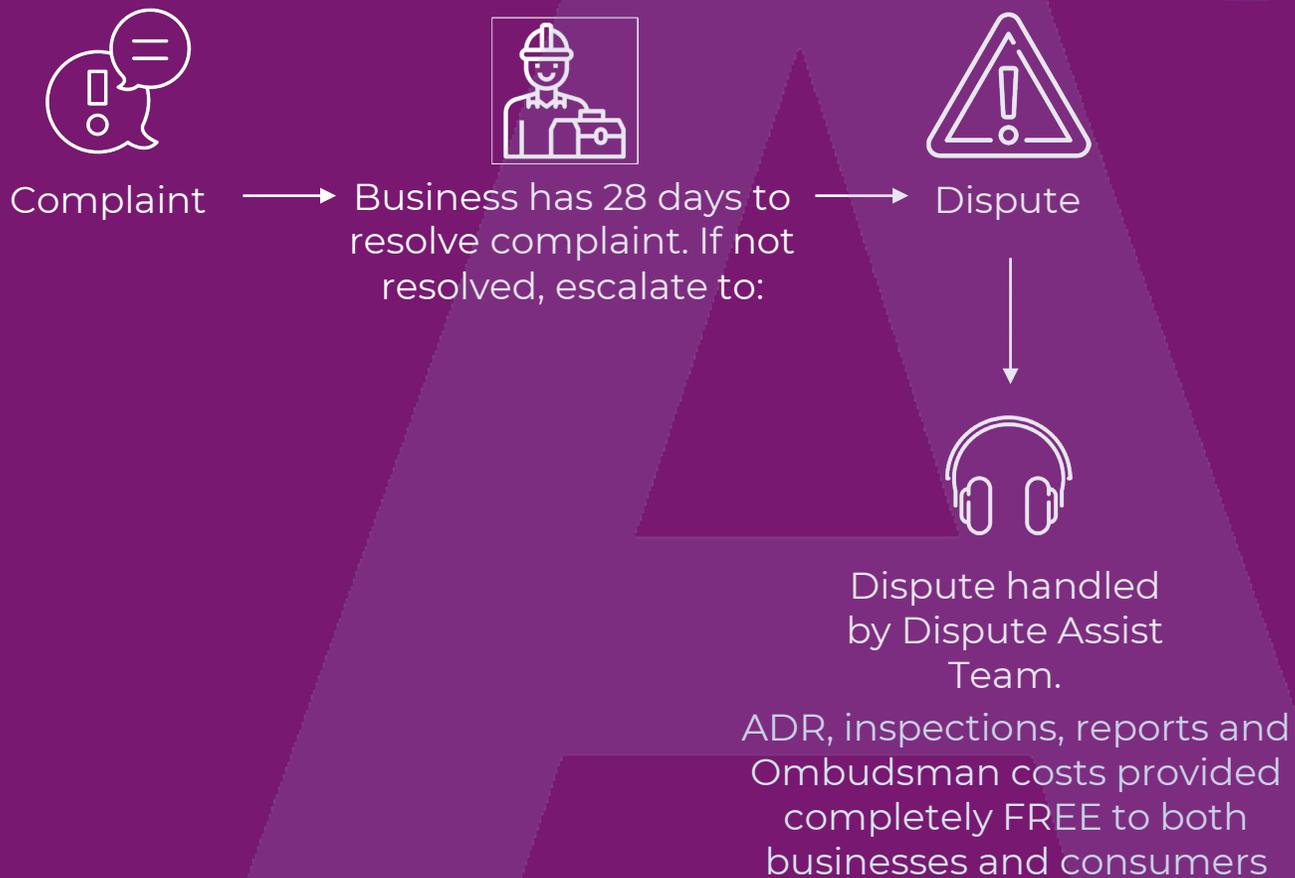
How it works

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Point of purchase/product registration



When a complaint or dispute occurs



The maths behind it all

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We believe in taking away the barriers to accessing good ADR, so we've had our very best financial geniuses on the case to create a water-tight model that keeps the price nominal (around £5 - £15) and affordable for everyone.

And we've gone all-inclusive! Mediation and conciliation services, inspection fees, forensic reports and access to the Ombudsman are all included in the price.

Now we're not a charity and we've all got to earn a living, but we are ethical and therefore our pricing is completely transparent.

Pricing is based on your dispute ratio and is monitored. And what's more, if your dispute ratio decreases, we'll review the price down, but also conversely, if it increases, the price will alas be reviewed upwards.

Mega benefits for businesses

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We really have reimagined ADR and designed the service with both businesses and consumers in mind, keeping it easily accessible, simple and cashflow neutral (I know we can't help saying this enough)!

What's great for businesses is that you can fulfil your legal obligations and demonstrate outstanding customer commitment and save money and time without even thinking about it.

And, most importantly, having access to Dispute Assist will help protect your reputation.

It's about you but you may want to know a little bit more about us

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We seriously understand the market with over 10 years' experience in the home improvement and renewable energy sectors, and believe us, we've seen it all.

We are the fastest on the block. Our average resolution time is just 3.59 days compared to an industry average of 80 days – scandalous right!

We don't spend money on big ad campaigns, instead we invest in innovative technology and our people to deliver outstanding service.

We are humble but sometimes it's good to share the shiny bits and we're incredibly proud of the team with 3 awards under our belt this year.

Want to find out more?

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We're a friendly bunch and would love to connect and discuss how we can help your business.

Contact Vicky Rispin, Marketing Director:

Mobile: 07341 084400

Email: v.rispin@qasss.co.uk

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Thanks for listening!