

BORN OF ADVERSITY

Some of the world's best companies are born from some of life's most difficult times and FastTRACK Insurance Claims Advocates is no different

During the 2019 Townsville "one in 500 year" flood event it quickly became apparent that average Joe's dealing with insurance companies were most certainly outgunned.

Insurance companies were more than happy to take advantage of this unequal relationship and press home their advantage by stalling or delaying claims and even outright declining claims that were very probably allowable under the Product Disclosure Statements, and generally using the consumers' lack of knowledge around insurance claims and catastrophic events to manipulate outcomes in their favour.

When Darren was asked to assist a friend's property management company to oversee insurance claims on absentee owners' behalf, and protect the owners' interests, the need for an insurance claim advocacy service became even clearer and FastTRACK was born.

WHO WE ARE

Our advocates are experts in the building industry and have extensive experience liaising with insurance companies and assessors.



Our Senior Advocate in north Queensland is Darren Finlay, a second generation builder with over 27 years experience. Darren became a registered builder in 2002, and has built over 1000 new homes in the North Queensland area.

For eight years Darren has been on the National Technical Committee of the HIA, and chairman for over six years, advising on building industry policy, particularly in the apprentice and energy efficiency regulation area. During 2011/12 Darren served as HIA president for Northern Australia looking at issues effecting the north of the country.

DARREN FINLAY

Founder and
North Queensland
Senior Advocate

Darren is one of the first 'Greensmart Professionals' and was part of a Technical Advisory Committee for the "YOUR HOME" publication by the Federal

Government on Sustainability and better housing. Darren was part of pilot testing of the Accurate engine which forms the center of the star rating software.

Passionate about sustainability, Darren has built two Innovation Houses, two pioneering demonstration homes, 10Star, Accessible for aging in place, and low water use.

So far in his career Darren has been in building companies that have won over 50 industry awards including Home of the Year Awards and more than 10 Sustainability awards.

To find out more:

- Call the **FastTRACK Hotline on 4410 9560**
- Facebook.com/fasttrackinsuranceclaims
- Contact Darren on 0491 388 226
- Email darren@fasttrackit.com.au

Visit fasttrackit.com.au today.

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After the flood..

DID YOU LOSE SUBSTANTIAL MANAGEMENT FEE REVENUE \$\$\$ OVERNIGHT?

IS STRESS BUILDING ON YOUR TEAM FROM INCREASED CALL VOLUMES?

Are you and your team:

- facing increasing unreasonable demands from landlords who want it fixed yesterday?
- dealing with an ever increasing numbers of properties falling offline eating even further into already reduced revenues?
- looking for a solution to help get you and your team back to normal fast?

IF YOU DON'T ACT NOW YOU WILL LOSE MORE OWNERS, TENANTS, EVEN MORE REVENUE AND ULTIMATELY RISK BUSINESS COLLAPSE.

To survive and thrive after a disaster, you need to have a plan.

Natural disasters in Houston, Brisbane, Christchurch and New Orleans all showed us that *agencies with no plan all failed* to some degree and the housing crisis and insurance chaos that follows spiraled out of control for years afterwards.

Agencies that have a plan and execute it well can come out the other side bigger and stronger than ever before AND take advantage of the fractured market to significantly increase their market share. It is not too late to get back on track - FastTRACK can help you today.



Are you an Agency Owner?

Do you know what will happen to your agency *immediately after a disaster*?

1. You will LOSE REVENUE when part of your property management division vanishes overnight.
 2. Stress levels and expenses WILL climb over months if problems aren't addressed early. You need to get revenue back fast or your business could collapse.
 4. Absentee owners have unreasonable expectations, and this WILL impact heavily on your team.
 5. If you don't act fast you WILL lose owners, tenants and staff, and even more revenue.
 6. Your team members may be personally impacted and unable to work.
- In disasters, things always get worse before they get better.

Are you a Property Manager?

When disaster hits it's unlikely you'll know what to do to begin to restore order. Before you know it, the phones will start ring with people looking for help and advice with insurance claims and expecting that you will provide it. What you do in those earlier hours and days is vitally important.

You are already overworked doing your normal property management tasks and in some disasters you or your team may be personally impacted and unable to work, adding to the pressure on those who remain.

It is unlikely that you have the skill set or deserve to deal with insurance assessors, Australian Standards building requirements and a thousand other items that processing bulk insurance claims require.



When you choose FastTRACK, you have a DISASTER PLAN for your business.



Why you should FastTRACK

By outsourcing this job to a professional provider just as you do with smoke alarms and pool certificates, you will:

- Not be liable for the safe and correct execution of hundreds of insurance claims.
- Provide owners and tenants with access to experts who will FastTRACK their insurance claim.
- Be able to focus on what you do best during a tough time for your region.
- Have properties offline for less time and available to tenants swiftly.
- Have less tenants displaced for less time.
- Be able to assist more people looking to rent properties.

“As a property manager being able to refer our landlords to FastTRACK has meant that we are not their first point of contact, reducing staff time to focus on their core roles, whilst secure in knowing that our landlords are being well looked after by experts in the claims process.”

– Regan, Property Manager Townsville

Retain Properties > Revive Income > Keep Landlords > Support Staff > Build New Business

NEXT STEPS

- 1 We provide you with an email to send to your landlords.
- 2 Your landlords sign up with us via our website.
- 3 We let you know that they are onboard with us and take care of things from there.

1. Save you time and money and **reduce your team's STRESS!**
2. Get properties remediated quickly to **restore your revenue streams FAST.**
3. **Protect your owners' interests**, not the insurer's pockets.
4. Ensure you and your owners get everything you are entitled to and **maximize your claim, including loss of rent** when possible, and not accept the first answer from every insurer.
5. Ensure **expert, independent, critical oversight of repairs** from qualified experienced builders.
6. Provide you, the insurers and loss adjusters with a **single point of contact for your claims.**
7. Provide you and you owners with **peace of mind throughout the process.**