



National Strength, Local Service

Capability Statement 2025



www.insurebuild.com

1300 722 272

WHO WE ARE

InsureBuild has established an authentic reputation for excellence in specialized building repairs in Australia. Our success stems from a deep understanding of the claims process and a focus on delivering results. Acting on behalf of insurers, we assess damage, coordinate repairs, and ensure work meets the highest standards. Our objective is to provide unparalleled service and exceed your customers' expectations.

Leveraging over 25 years of experience in specialised insurance building repairs and boasting broader geographical coverage than any other Australian building insurer, InsureBuild is your trusted partner. Our 20 locations across Australia and extensive networks empower us to assist with any situation.

Choose InsureBuild for all your construction and insurance building needs, and experience the highest level of professionalism, expertise, and customer satisfaction.



KEY PERSONEL



Stuart Patterson

MANAGING DIRECTOR

As a licenced builder backed by an advanced diploma in building and construction and a respected expert in his field, Stuart uses his wealth of industry experience to provide leadership, advice and guidance to the award-winning team at Pattersons Insurerbuild, Australia's first specialised national insurance builder. As the company's founder and managing director, he combines his inovative thinking with more than 25 years in insurance and 30 years' experience in the building industry.



Andy Pereira

EXECUTIVE GENERAL
MANAGER -
STRATEGIC
PARTNERSHIPS &
BUSINESS
DEVELOPMENT

Andy plays an integral role in the business by maintaining and developing our client base through his relationships and industry network. Over the last 18 years, he has worked with major insurance companies in Australia and is conversant with industry standards and delivery expectations. A key feature of Andy's role is embedding those industry standards throughout Pattersons and cascading them down from management to team member, ensuring our customer service experience is consistent.



Sam Ratcliff

CHIEF OPERATIONS
OFFICER (COO)

With more than 17 years' experience in the insurance industry, Sam brings in-depth knowledge and attention to detail to his role as our general manager of building and operations. A seasoned claims professional, he specialises in both commercial and industrial special risks claims with an expert knowledge of the key risks and legislation in the financial services sector. By overseeing all aspects of business operations to meet service, financial and organisational requirements, he has become an essential component for InsureBuild.

KEY PERSONEL



Peter Burton

CHIEF FINANCIAL
OFFICER

With more than 20 years' experience in the finance sector, Peter brings a professional, knowledgeable and effective approach to the team. He knows that numbers and finance are at the heart of most businesses and is highly motivated to embrace challenging environments of building economic models and reports that come to life. Peter's willingness to dive into the finer details at the coalface of the business is a great asset. He takes pride in merging the technical aspects of finance and technology with the bigger picture, and then connecting it to meet individuals' roles.



Lucy Power

CHIEF HSEQ / HR
OFFICER

When it comes to developing and implementing HR strategies and initiatives that perfectly align with Pattersons' business objectives, Lucy brings all the right credentials. A committed team member with more than 20 years industry experience and a passion for educating and developing our teams as future leaders, she plays a key role in helping Pattersons become an employer of choice and a safety leader in the insurance building industry.



Tim Clark

GENERAL MANAGER -
BUILDING &
CONSTRUCTION

An experienced commercial and restorative construction specialist, Tim has a deep professional insight that comes from more than 20 years in the industry. He is known for his leadership and mentoring of colleagues, and delivering positive results for clients, along with a passion for improving the outcomes for the community via our commercial projects.

He brings a wealth of product knowledge to the team at Pattersons and truly enjoys being part of an innovative company that has a great culture and career progression opportunities.

KEY PERSONEL



Jenny Fitzgerald

TECHNICAL CLAIMS
MANAGER

Jenny is a key member of Pattersons' major construction team, bringing expertise in accounting, administration, project management, procurement, and contract administration. Since joining in April 2020, she has improved MCP processes, ensured projects stay on track, and driven consistency across Australian branches.

Passionate about quality and process improvement, Jenny has played a crucial role in recovery efforts like the Coffs Harbour Hail and Lismore Flood events.



Paul Keeping

NATIONAL OPERATIONS
TEAM LEADER

With a deep understanding of the Victorian insurance landscape, he focuses on inspiring staff to reach their professional goals while maintaining strong supplier relationships.

A skilled leader and coach, Paul is adept at analyzing data and implementing practical solutions to achieve results. Since July 2021, he has managed Melbourne and National operations with a professional and results-driven approach, leading by example and ensuring success at every level.



Rita Slewa

NATIONAL OPERATIONS
MANAGER

Rita is a dedicated national operations manager focused on delivering exceptional service. With years of experience in operations and administration, she plays an essential role at Pattersons, driven by her passion for the industry.

Her priority is achieving the best outcomes for customers, ensuring they return home quickly and comfortably. A skilled communicator with a detail-oriented approach, Rita addresses challenges effectively, keeping stakeholders informed and resolving issues with honesty and care.

SPECIALISED MAJOR CONSTRUCTION TEAM

All major loss and complex claims are managed by our specialised major construction team.

The major construction team consists of highly qualified estimators, project managers, file managers, contracts administrators, and other experts in their field including in-house draftsman and legal counsel.

By managing large and complex claims separately, we are able to ensure that the key aspects of each project are managed accordingly by the most qualified people. Customers are also given peace of mind that their property is in good hands.

The specialised major construction team includes:

- In-house design by a qualified architectural draftsman
- In-house legal counsel for contract preparation
- Experienced project managers
- Highly qualified contract administrators

Hand Picked Tradespeople and Suppliers

We only engage the most experienced, qualified and best performing tradespeople and suppliers to work on large and complex jobs.

We work closely with a mix of internal and external trades and suppliers who are experts in their field to ensure that the best possible quality of repairs and service is delivered to the customer every time.

We conduct regular discussions and training forums with our trades to drive clear expectations and consistency of quality work practices.

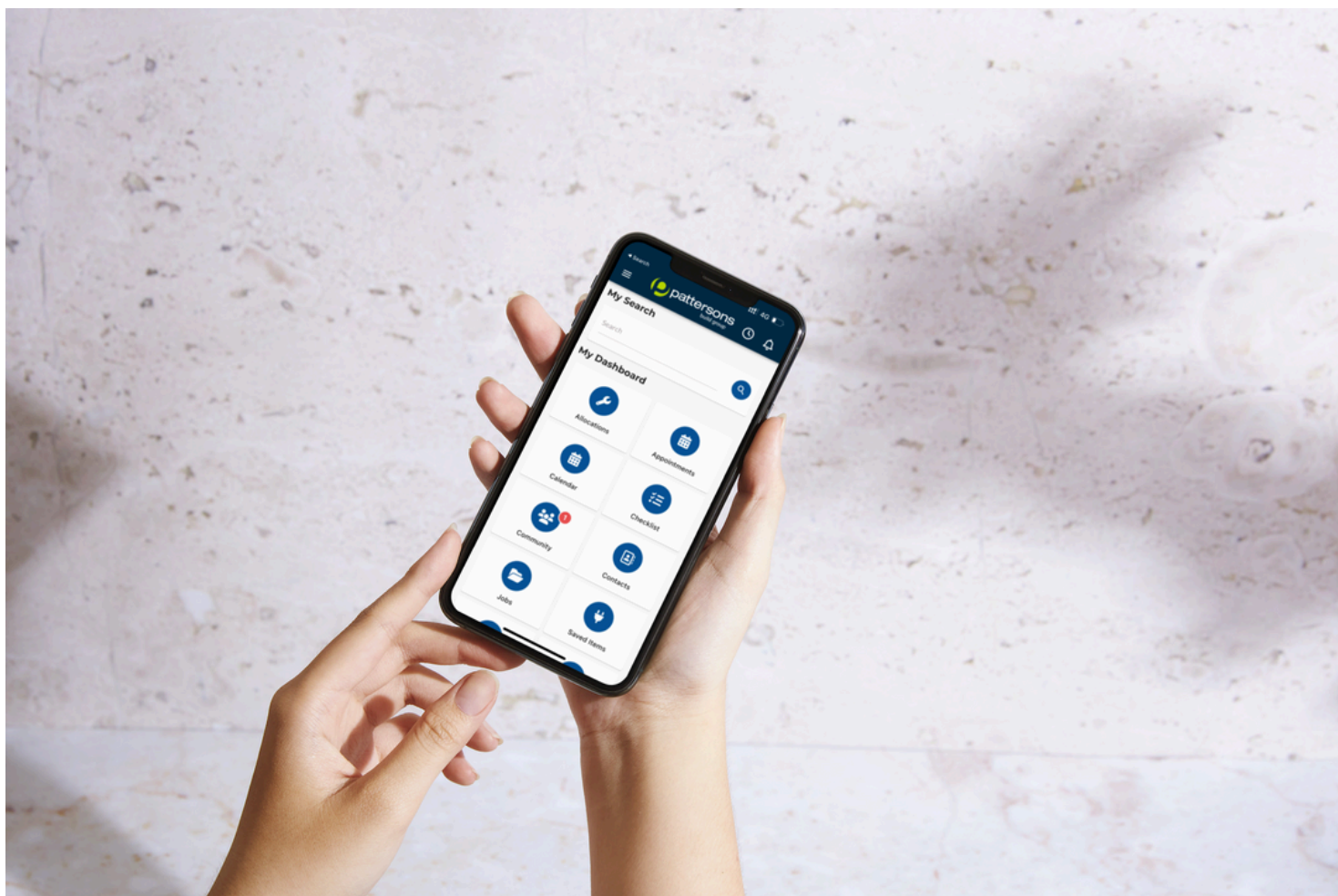
OUR TECHNOLOGY: NATION WIDE VISION

- Provides measurability across all aspects of our operations, allowing proactive performance management
- Measures key performance data and quickly and clearly identifies opportunities to improve
- Delivers total transparency across our entire business via live dashboards so we can track, manage, and ultimately deliver on individual insurer KPIs
- Intelligent, dynamic, and interactive reporting with on-demand performance data visualisation at all levels



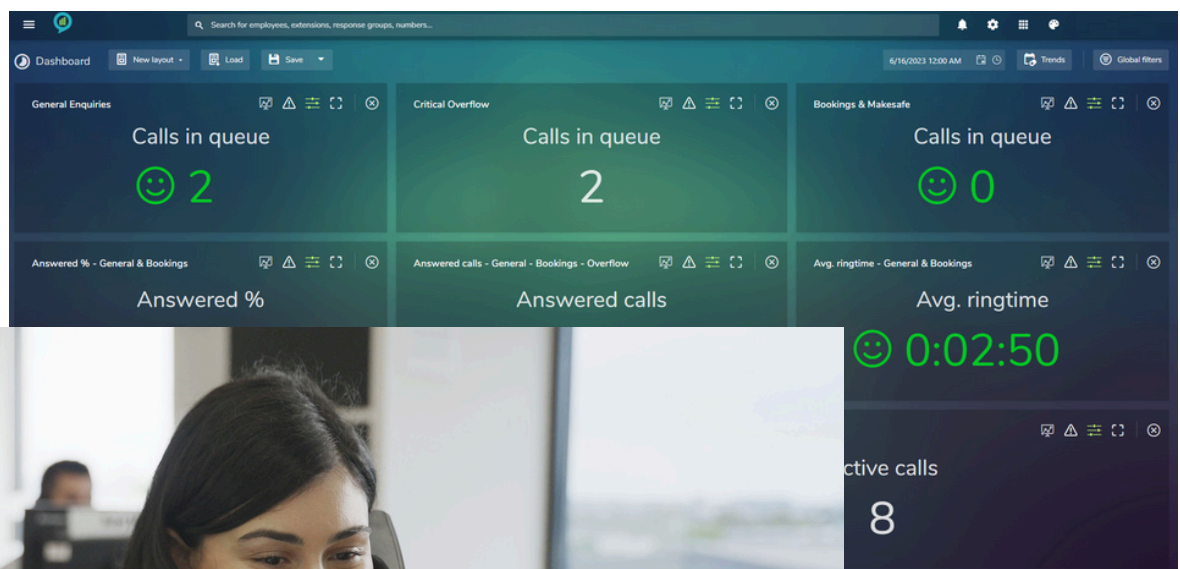
OUR TECHNOLOGY: MOBILE ESTIMATING

- A complete end-to-end solution
- Immediate submission of reports and quotes
- Reduced claims life
- Reduced claims costs
- Geo-tracking of all estimators and project managers
- Quicker response times to client assessments
- Immediate capture and submission of scope of works
- Estimator reports captured in simple drop-down menus
- Ready for immediate submission with captioned photos



OUR TECHNOLOGY: SMART CALL TRIAGING

- New state of the art phone system improves the phone experience of our customers, significantly reducing call times and improving access to key people and information
- Direct In Dials for our clients - skip the wait and speak directly to your assigned customer care manager.
- One number for all occasions
- Our smart call triaging process directs all callers to the right person every time
- Fast-track access to our major loss department and team leaders



OUR TRADE NETWORK & COMPLIANCE

Our trade onboarding and compliance is supported by our online contractor management system, which manages the entire life cycle of registration, verification and compliance. This allows us to track and monitor trade compliance from a centralised location, giving real time information to our onsite Project Managers. Our prequalification questionnaire on WHS risk management ensure regulatory compliance is checked for each trade.

InsureBuild have invested in Rapid Global's award-winning online contractor management system.

Our management of contractors, from registration and assessment from compliance to document control, induction, and ongoing performance review.

Online software for the reporting and management of incidents system provides continuous lifecycle.



Rapid Contract Management



Rapid Incident Reporting



Rapid Auditor



Rapid Induct

SCOPE OF SERVICES

We deliver on domestic and commercial works from under \$500 to over \$10,000,000. We employ multi-skilled trade persons for smaller reinstatements and construction supervisors to manage larger works. Find out more about each of our service areas:

- 24/7 National Emergency Make-Safe
- Domestic building
- Commercial building
- Major Construction
- Restoration
- Roofing
- Facility Maintenance

Market-leading operating system

All service areas are handled by our custom-developed computer operational system. This manages every aspect of every claim for insurers, trade staff and policy-holders. Processes are monitored from the receipt of the claim advice through to the sign off of the completion certificate by the insured party.

Features Include:

- Client request and lodgement capabilities
- Monitoring and measurement of our response times
- B2B ready
- Access to management information allowing clients to monitor claim categories
- Average repair costs and claims life
- Instant access to photographs, reports and quotes within 24 hours of the initial site visit
- The sending of detailed updates to clients every 10 days
- Updated repair progress by trades people every 24 hours
- Monitoring of KPI time frames through system alerts and follow-up actions if required

24/7 NATIONAL MAKE-SAFE

In the event you require an emergency make-safe look no further than the InsureBuild response team. With our dedicated 24/7 Make-Safe team at the ready, we are poised to deliver a swift and crucial response to our valued clients. From the smallest of damage to large building fires & hazardous conditions. We are experienced and capable nationwide ensuring the public are not at risk and the property is safe & secure.



Domestic



Commercial



Major Reconstruction



Restoration



Tree Removal



Roofing



Fire Damage



Facility Maintenance



Plumbing



Hoarding



WHY CHOOSE US

Market leader for specialised insurance building repairs in Australia.

- Recognized Industry Leader: Established as a trusted and stable presence in the industry, with a reputation for excellence.
- ISO-Certified and Nationally Accredited Builder: Committed to quality, safety, and environmental standards, with recognition across multiple frameworks that reflect adherence to industry best practices nationwide.
- We can respond quickly to any situation, providing quality repairs on time and on budget, ensuring positive outcomes for all.
- Our custom-built operation system enables us to manage projects in a professional and transparent manner.
- We are excellent communicators with the ability to maintain personal relationships with our clients who know they can count on us.
- We have built lasting partnerships with those who share our commitment to quality and have the ability to deliver on their promises.

Enquiries

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