



Welcome to



Domestic
& General

D&G Overview
APPCOG Stakeholder
Forum
June 2021

Partnered with over 150 brands



Delivering at scale

500k Product Replacements

>16M customers

13M phone conversations p.a.

2.4M repairs p.a.

Over 50 websites, both bespoke and white-labelled

2.5M website visits p.a.

Customer centric

Insurance & non-insurance products that delight - valuable features

Investing in digital plan & claims management

Enhanced pricing mechanisms

H&S, Compliance and oversight

Simplified, tailored products that meet customer needs

Agile and decisive mindset



>600k
Customers



>410K
Repairs pa



2.6% Complaints
(*2020 YTD)



4.5 out of 5
On Trustpilot



>490K
ASV/CP12/VC safety Visits



98%
resolved on
1st or 2nd visit



72 Heating Repair NPS
(*weighted 2021 YTD)



>1000
Boiler installs pa



>80%
Subscription
renewal rate



2.4M Repairs
500K Replacements



82% resolved on 1st visit
98% resolved on 2nd visit



3.4 Days
Average call out time



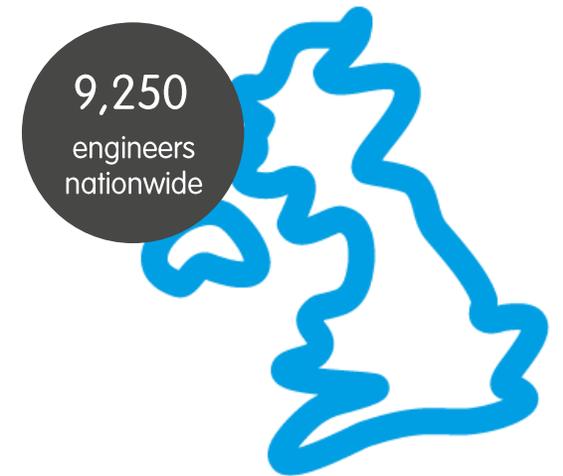
4.6 days Average time to repair
97% repaired within 14 days



97%+
claims approved



82% of repairs carried out by the **manufacturers**



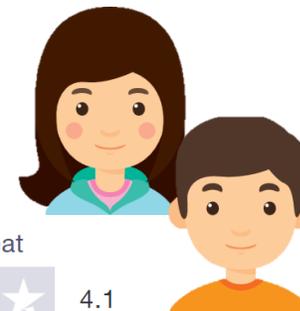
Repair NPS



PR NPS



Reviews 17,552 • Great



System enhancements

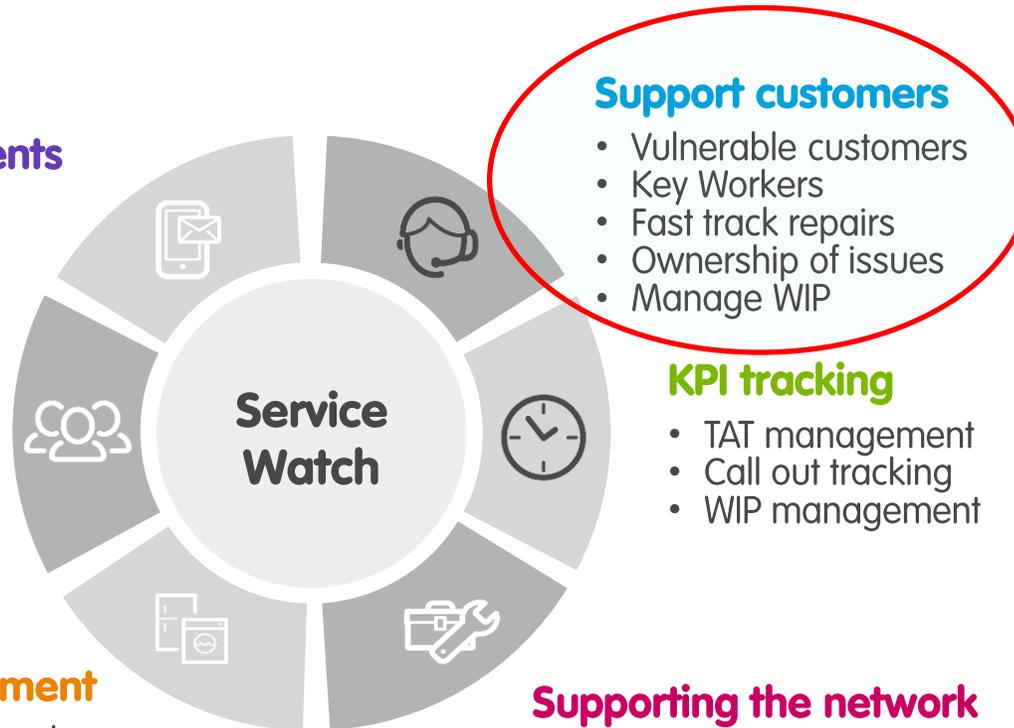
- Workflow
- Orbit dashboards
- Field app

Journey improvements

- Parts supply chain
- Overshoes / Uniforms
- Customer comms

Network management

- Capacity management
- Area coverage
- Budget management



Support customers

- Vulnerable customers
- Key Workers
- Fast track repairs
- Ownership of issues
- Manage WIP

KPI tracking

- TAT management
- Call out tracking
- WIP management

Supporting the network

- Authorisation requests
- Odd/unusual jobs
- Quick answers

Areas monitored by the Service Watch team

- Lead time
- TAT
- Parts management
- Multi visits/Appointments
- Time to WO
- WO%
- Complaint %
- Missed Appts%
- NPS
- First time fix rates

We're an insurance company, so why CO Awareness

1

Over three years our presence in the gas sector has increased

2

With the acquisition of the EDF service and repair work our presence will increase dramatically

3

We're an Insurance company and therefore not a traditional gas service business

4

After review we identified CO awareness as area we can make a positive impact - **KHMT**

5

Allows us to influence our 1m **"Moments of Truths"**

Carbon monoxide is a poisonous gas.

Nicoletta's Story

Hi - I'm Nicoletta, a Copywriter for Domestic & General. I'd like to tell you my story. I was 13. When I started having headaches, feeling lethargic, experiencing nausea - the doctors told me it was just hormonal changes. But, when the symptoms didn't disappear, I had blood tests - which came back normal, and everyone scratched their heads. The headaches, interestingly, were milder when I was at school. Or on holiday. Or at my grandparents. Essentially, anywhere that wasn't my house.

When the doctors had no answer, we decided to purchase a carbon monoxide detector. Could I have carbon monoxide poisoning? A tip to the shops later, we had a £10 carbon monoxide detector. I remember distinctly the moment we placed the battery in - the alarm went off right away. My stomach dropped. Oh no.

I had low-level carbon monoxide poisoning.

It wasn't hormones. It was the gas fire. Doors and windows were quickly forced open. The house was ventilated. Turns out the gas fire was faulty and producing carbon monoxide. I don't think we'd ever had it serviced. I am pleased to say, I made a full recovery, but carbon monoxide poisoning is real, and it happened to me.

It's a prevalent danger, and for a minimal cost - you could save a life like mine.

Carbon monoxide can build up when faulty gas appliances leak.

- **Low-level symptoms:** you can experience nausea, headaches, shortness of breath and flu-like symptoms without a raised temperature.
- **High-level symptoms:** effect the levels of oxygen in the blood and can be fatal. More than 25 people a year die from exposure.
- **Think:** do the symptoms get better when I leave the house? Is more than one person in my house affected? Do the symptoms increase when I use gas appliances?
- **Check:** is the pilot light in my boiler yellow, or orange? (It should be blue). Could the chimney or flue be blocked? Are there any stains, soot or discolouration around my gas appliance?

If you think you, or someone in your family, might have carbon monoxide poisoning, ventilate the area. Be careful not to cause a spark and call the NHS immediately on 111.

Your Domestic & General documents



Check it List it Say it

Check it – Do what your trained to do

Set the scene

List it – Essentials, recommendations & nice to haves

Providing value and knowledge for an informed decision

Say it – Talk through the paperwork and folder

Reaffirm actions and build awareness

Useful information

Here's some helpful heating advice from Domestic & General

domesticandgeneralpipes.tmtx.co.uk

Gas safety at home

gasaferegister.co.uk/find-an-engineer

gasaferegister.co.uk/help-and-advice/gas-safety-certificates-records

Gas Safe help and advice for landlords and tenants

gasaferegister.co.uk/help-and-advice/renting-a-property



Carbon monoxide is a poisonous gas.

Nicoletta's Story

Hi - I'm Nicoletta, a Copywriter for Domestic & General. I'd like to tell you my story. I was 13. When I started having headaches, feeling lethargic, experiencing nausea - the doctors told me it was just hormonal changes. But, when the symptoms didn't disappear, I had blood tests - which came back normal, and everyone scratched their heads. The headaches, interestingly, were milder when I was at school. Or on holiday. Or at my grandparents. Essentially, anywhere that wasn't my house.

When the doctors had no answer, we decided to purchase a carbon monoxide detector. Could I have carbon monoxide poisoning? A trip to the shops later, we had a £10 carbon monoxide detector. I remember distinctly the moment we placed the battery in - the alarm went off right away. My stomach dropped. Oh no.

I had low-level carbon monoxide poisoning.

It wasn't hormones. It was the gas fire. Doors and windows were quickly forced open. The house was ventilated. Turns out the gas fire was faulty and producing carbon monoxide. I don't think we'd ever had it serviced. I am pleased to say, I made a full recovery, but carbon monoxide poisoning is real, and it happened to me.

It's a prevalent danger, and for a minimal cost – you could save a life like mine.



Domestic
& General