



BioSweep® UK Insurance Claims Help Guide

Supporting Insurers, Loss Adjusters & Restoration Professionals



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1. Introduction

BioSweep® UK provides professional support for insurers, loss adjusters, and restoration companies managing mould and odour remediation claims. Our expertise ensures that remediation is effective, verifiable, and fully documented, helping streamline insurance claims while protecting property and occupant safety.

2. Role of BioSweep® UK

BioSweep® offers a full suite of services to support claims and remediation projects:

- **Expert Technical Guidance** – advice on assessment, treatment selection, and remediation planning.
- **Professional Air and Surface Sampling** – conducted pre- and post-treatment to assess contamination levels.

Advanced Treatment Solutions, including:

- **Mould Suppression Treatments** – eco-friendly, safe, and highly effective at reducing microbial growth.
- **Odour Neutralisation Treatments** – for smoke, fire, water, and other persistent odours.
- **Surface Defence®** – long-lasting antimicrobial protection for treated surfaces to reduce recurrence risk.
- **5-Stage Phytocatalytic BS900 Treatments** – comprehensive antimicrobial and decontamination solution for enhanced hygiene and safety.
- **Comprehensive Reporting** – using data from UKAS-accredited laboratories to provide independent verification of treatment effectiveness.

3. Streamlining Insurance Claims

Our services are designed to make the claims process faster and more reliable:

- Verified laboratory data supports claim approvals.
- Clear documentation demonstrates compliance with industry standards.
- Professional sampling and treatment help insurers, loss adjusters, and restoration professionals make informed decisions quickly.
- Supports audit trails for insurance, property management, and regulatory requirements.

4. Treatment & Verification Process

- **Pre-Treatment Assessment** – Identify affected areas and determine the most suitable treatment approach.
- **Application of BioSweep® Treatments** – including mould suppression, odour neutralisation, Surface Defence®, and Phytocatalytic BS900 Treatments.
- **Post-Treatment Sampling** – air and surface samples are taken to confirm the effectiveness of the remediation.
- **Lab Analysis** – samples are processed by UKAS-accredited laboratories to provide independent verification.
- **Follow-Up Actions** – based on results, additional treatments or monitoring may be recommended.

5. Documentation & Reporting

Detailed reports include:

- Locations and conditions of affected areas
 - Treatments applied
 - Laboratory results and verification
 - Recommendations for further action if required
- Reports provide insurance-approved evidence of treatment and remediation success.
 - All documentation supports regulatory compliance, claim validation, and property owner confidence.

6. Benefits

Key steps include:

- **Confidence for Insurers** – verified, auditable evidence of effective remediation.
- **Streamlined Claims** – clear data and reporting reduce delays and disputes.
- **Property Protection** – professional treatments prevent recurrence and protect long-term value.
- **Occupant Safety** – ensures treated areas are safe for reoccupation.
- **Comprehensive Compliance** – documentation meets industry, regulatory, and insurance standards.