

# How David gained extra time and peace of mind by outsourcing his personal admin

## THE PROBLEM:

*Swamped with personal admin he didn't have the time or inclination to tackle*

A busy senior executive who loves his job, David struggled to keep on top of his personal admin. Outside of work – a Chambers clerk for nearly fifty years – he prefers to spend his precious free time with family, flying (he's held a pilot's licence since he was 18) and eating out with friends.



**David Grief**

Chief Executive,  
Essex Court Chambers  
Duxton, Singapore

By late 2019, David had spent over a year commuting between London and Singapore, fulfilling two different and demanding roles. He was uncomfortably aware of an ever-increasing backlog of unsubmitted travel insurance claims and other personal admin matters. But he simply didn't have the time or headspace to deal with these tasks, which his late wife used to take care of.

"The pile of stuff went back to 2018, and every time I got to it I just couldn't be bothered. What mattered to me was doing my professional work. But the pile was just growing, and growing, and growing."

“ Hiring Jazz is the best thing I ever did. It changed my life.

## THE SOLUTION:

*Outsourcing personal admin to Jasmin Cooper Virtual Assistant*

David heard about Jasmin Cooper's virtual assistant services from an acquaintance. He realised they were exactly what he needed. "I emailed Jazz and said, help! So she came to see me and I just gave her this great stack of paperwork, in a bit of a mess, and said here you go."

With over twenty years' experience in the legal sector, including as an executive PA, Jazz quickly organised the paperwork and developed a plan for tackling it in manageable chunks.

Jazz worked systematically through the tasks. She held numerous, sometimes lengthy phone calls with insurers and other organisations, compiled and checked all documents, and resolved queries. Jazz took over managing some of David's online accounts, and consolidated digital records so he can always find the information he needs at a glance.

## THE RESULT:

*Peace of mind knowing his affairs are up to date and efficiently managed*

David was delighted and relieved when Jazz totally cleared his admin backlog within two months. This included submission and successful payout of all insurance claims, and resolution of a complicated dispute with a former utilities supplier that had gone bust.

Now, David is free to focus on his work and enjoying life in Singapore, secure in the knowledge that Jazz is taking care of all his personal admin and nothing will slip through the cracks. Jazz provides ongoing, flexible administrative support including processing David's UK post, supporting him in selling his Kent house, and dealing with ad hoc issues arising.

“*Jazz is incredibly efficient, and a whizz with technology. I never have to ask her more than once to do something. She just gets it. I can point her at a problem, and she just does it.*”

Without Jazz's help, David believes his considerable backlog of insurance claims would still be sitting there. Some were complex, involving cancelled flights with different airlines for various family members. They required a lot of back-and-forth with different parties, gathering and clarifying information, and preparing and submitting various documents.

“*I could easily have ended up just letting the insurance claims slide and never getting round to claiming. But instead Jazz sorted them all, and I was delighted to start seeing £300 turn up, £1,000 turn up. And you think, wow, that makes a difference, because Jazz is more than paying for herself, if I can put it like that.*”

While David initially had some concerns that using Jazz's services might prove expensive, he's been pleasantly surprised by the actual cost in relation to the results she's delivered. "Her monthly bills haven't been anything like I thought they would be – because actually, things don't take her as long to do as I think they would, and certainly not as long as they'd take me!

“I pay her by return the same day because I'm so happy with what she's doing. **My advice to anyone who's thinking about hiring Jazz's services: don't hesitate.**”



Want to go from overwhelmed to organised?  
From paperwork mountain to peace of mind?

Contact Jazz to find out more:

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