

# Restoration

D R Y C L E A N I N G N E W S <sup>SM</sup>

A quarterly publication containing important insights and useful information for insurance adjusters and contractors



For 24 hr. claims assignment, call 1-888-DryClean or visit [www.CRDN.com](http://www.CRDN.com)

## Standardized Invoicing Simplifies the Claims Process

CRDN understands the importance and value of consistency. In fact, every CRDN operator across the United States produces invoices that follow a standard format. As a result, an adjuster or insurance company responsible for multiple cities or states will receive the same, consistent invoice format from one CRDN office to the next. This commitment to uniformity creates a distinct advantage for those seeking a simplified claims process.



## Before & After

As reported last Fall, members of the Certified Restoration Drycleaning Network (CRDN) are well equipped and well versed in dealing with sentimental items such as wedding dresses, family heirlooms and treasured keepsakes. Beyond specialty articles, the vast majority of the items we restore are everyday items such as clothing, as well as items that often would be sent straight to a Dumpster; we routinely restore shoes and textiles such as rugs and window treatments.

The photos shown here depict a few common examples of affected

items and the typical results achieved by two CRDN operators. With an average cost savings of 84 percent compared to replacement, restoration drycleaning offers a proven solution that can dramatically reduce costs and improve margins for insurance companies.



**Oriental rug restored by Puritan Cleaners in Richmond, Virginia.**

**Bell Drapery & Cleaners in Phoenix, Arizona restored these shoes and sweater.**



### MISSION STATEMENT

Through a shared vision, CRDN is committed to respect and serve the needs of our team members, customers and community with the highest degree of quality, empathy and integrity in all aspects of our business.

## Customer Service Creates Value

As insurance companies increasingly focus on retaining satisfied clients, the qualifications of your vendors are becoming increasingly important. Beyond providing a high level of service and timely response, service providers also must understand and follow standards for customer service.

As a result, insurance companies have preferred provider programs, and TPAs have qualification levels that must be met. Similarly, the Certified Restoration Drycleaning Network (CRDN) has developed stringent requirements that must be met before its members are allowed to handle

claims assignments. These include proper insurance coverage, an ability to handle "rush" orders and track items electronically, adherence to a "clean or free" guarantee, and standardized forms and invoicing, as well as tangible aspects such as specialized equipment and storage facilities.

Understanding the distinct needs of insurance companies, CRDN is committed to providing the highest level of training for its members to ensure the highest level of service for those we serve.



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