

Restoration

D R Y C L E A N I N G N E W S SM

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

CRDN Saves Insurance Companies \$90+ Million

Through the first six months of this year, CRDN members across the U.S. have completed thousands of textile restoration jobs, saving insurance companies more than \$90 million in claim costs.

This tremendous savings exemplifies the cost reduction achieved with restoration rather than replacement of clothing and other fabric items. The CRDN system also provides additional benefits such as an on-site inventory with a list of non-salvageable items that gives the carrier an accurate record of items that must be replaced.



CRDN Provides Valuable Resources for Cat Adjusters

Whether it's a hurricane in the Southeast, a tornado in the Midwest, a storm in New England or wildfires out West, CRDN can provide a valuable service for controlling severity with a catastrophic loss.

When cat adjusters swing into action to settle claims and address the immediate needs of customers, there is little or no time to inventory items such as clothes. Unfortunately, these "little things" can add up to major costs for insurers. CRDN members are highly trained to cap-

ture the loss by conducting an accurate inventory that can dramatically reduce claim costs and ALE.

Our nationwide 24/7 call center (1-888-Dryclean) enables cat teams to access our uniform, standardized services and immediate response across the U.S. As a national network with a broad reach, CRDN also can pull resources from other geographic areas if necessary to properly respond to catastrophes.



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.

In the News

Following are excerpts from an article written by Wayne Wudyka, CRDN's CEO, that appeared in the May 2004 special mold supplement published by Claims magazine.

"Dealing with the homeowner at a loss site with mold contamination is an important consideration. In such situations, homeowners often are overwhelmed by the accident or disaster itself. When the issue of mold is raised, insureds have been conditioned to fear the worst. A trained professional can address concerns and provide a step-by-step overview of the cleaning process and what homeown-

er can expect. Such information can allay fears and set an appropriate tone for the entire process.

"Just as important as having protective equipment is the understanding of when and how to use it. Not all situations require full protective gear. In fact, only the most severe cases demand such extraordinary measures. Care and concern for insureds must be weighed, as well as the cost to the insurance company. When required, protective gear not only protects the team working on-site, it protects the contractor's insurer liability and workers' compensation issues."



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