

# Restoration

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

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



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

## What Homeowners are Saying about Us:

"Everything was done for me. What a blessing to not worry about anything. They went beyond what was expected of them."

— *Kentucky homeowner on the efforts of CRDN's NuYale Cleaners in Jeffersonville, Indiana.*

"Your Restoration team was the most outstanding of any group we dealt with, and we will surely recommend them anytime."

— *Virginia homeowner referring to CRDN's Puritan Cleaners in Richmond, Virginia.*

"Thank you for all your assistance during and after the fire at our home. All of our things came back like new which was incredible and important. However, material possessions are the least of it during a time like this; I thank you mostly for your compassion and excellence in customer service."

— *Arizona homeowner writing to CRDN's Bell Drapery & Cleaners, Phoenix, Arizona.*



## Local Presence with National Reach

The Certified Restoration Drycleaning Network (CRDN) is comprised of some of the premier drycleaners in the industry, with decades and even generations of experience. Such long-standing service in a local community is a tremendous advantage when CRDN members meet with insureds who are dealing with a household accident or disaster.

As part of a nationwide organization, CRDN members also provide an advantage to insurance companies by adhering to standardized, proper servicing procedures that

create additional efficiencies and benefits. For example, our data tracking process enables carriers to review detailed reports on claims involving restoration drycleaning. These reports can be organized by city, state, operator or adjuster and show a comparison of savings for restoration versus replacement. Additionally, CRDN's standardized invoicing provides a consistent, easy to use format, which is especially useful for adjusters and insurance companies covering multiple cities or states.



CRDN operators from across the U.S. gathered recently for a series of educational sessions.

## 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 President and CEO, that appeared in the October 27, 2003, edition of *National Underwriter* magazine.

“The development of and adherence to standardized, proper servicing procedures...provide additional efficiencies and benefits to insurance companies.

“It starts with accessibility. Adjusters and contractors are called into service at all hours. The same

expectation should apply to drycleaners; being available around the clock enables the restoration process to begin immediately, which is especially important when dealing with wet garments or mold remediation. A fast response and an ability to quickly process wet items will lead to a better restoration success rate by preventing dye migration and mold growth contamination. The expeditious removal of fabric items also allows structural and other contents cleaning companies to begin their work as soon as possible.”



**Certified Restoration Drycleaning Network**  
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