

# 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)

## Did you know...

**A CRDN textile restoration specialist is available to serve 90% of the U.S. population.**

*CRDN professionals are at your service 24/7, either through our national call center (1-888-DryClean) or at the local contact number listed. You also can access CRDN's services through the Internet by visiting [www.CRDN.com](http://www.CRDN.com) to access a list of textile restoration specialists by ZIP Code, by state name or by clicking on a map of the U.S.*

## The CRDN Advantage

The job starts when the phone rings. At CRDN, our textile restoration specialists from coast-to-coast are trained to understand that our role in servicing a claim is much different from a corner drycleaner.

Response is key. The first and most basic step following a loss is also the most important. We understand the necessity of having an actual person answering the telephone 24 hours a day, seven days a week so we are available when you need us. One call is all it takes to get a CRDN professional actively involved in assisting you. CRDN's national call center (1-888-DryClean), coupled with uniform procedures on a local level, connect you to our textile restorer in your area.

We can be there when you want us. Our immediate accessibility allows us to be onsite and ready to begin scoping the job and pulling "rush" items that can be returned to the homeowner within 24-48 hours, saving ALE.

On a loss site, CRDN views ourselves as a representative of your company every bit as much as we represent CRDN. We serve as another set of eyes and ears for you, dealing with the homeowner and keeping you informed of any potential issues that could impact the claim. From our training and experience, we oftentimes can identify potential homeowner issues and ensure that you are aware of them in advance, rather than after the fact.

Our onsite inventory and thorough documentation identify all items removed from the home, as well as total loss items, including brand name, to ensure that you have an accurate record. This inventory is tracked electronically and signed by the homeowner upon delivery back to the home. By eliminating chances for discrepancies to occur, our standardized service helps you close claims quickly while enhancing homeowner satisfaction.



### 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.

## Upcoming Events

Look for CRDN at the following industry conferences, as our team of “white shirts” will attend a variety of events this spring:

<b>April 17–20</b>	<b>PLRB—Claims Conference &amp; Insurance Services Expo</b>	San Antonio, TX
<b>April 20–22</b>	<b>Atlanta Claims Convention</b>	Atlanta, GA
<b>May 5–8</b>	<b>NAIIA 2005 Conference—National Association of Independent Insurance Adjusters 68th Annual Conference</b>	Rancho Mirage, CA
<b>June 21–22</b>	<b>Eastern Regional PLRB</b>	Charlotte, NC



**Certified Restoration Drycleaning Network**  
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1-888-DryClean  
www.crdn.com

