

CRDN TEAMWORK HELPS SENIORS RECOVER

February 2007

While many senior citizens attended church services one Sunday morning, a fire ripped through their apartments at Concordia Lutheran Ministries in Cabot, PA, displacing 137 residents at the independent living complex. More than 100 firefighters from 16 fire companies responded to the fire, which started on the top floor of the three-story building. Apartments on the first and second floors were damaged by water, heat and smoke.



CRDN of Western PA was called to the scene and asked to provide an overview of textile restoration services to a group of residents. Textiles from all of the affected apartments needed to be removed within 48 hours so remediation and renovation could begin. Due to the magnitude of the loss, harsh on-site conditions and the need to remove restorable items within a short period of time and only during daylight hours, CRDN of Western PA called on nearby partners CRDN of Central PA and CRDN of Southwest PA to assist with the process. In a well-coordinated effort, the CRDN teams expeditiously removed garments and textiles from 29 apartments. CRDN then spent the next several days at multiple facilities drying out the items and implementing the restoration process, which involved 4,070 pounds of bulk laundry and 5,662 pieces of drycleaning.



CRDN's service truly played a significant role in the recovery for the residents, which was validated by Keith Frndak, President and CEO of Concordia Lutheran Ministries: "It has truly been a blessing to those residents to receive items back in their original condition that they thought had been lost to water and fire damage."

WHAT'S THE RUSH?

CRDN's standard procedure includes implementing a "rush" service for garments needed right away. In such cases, we will restore up to two weeks worth of emergency clothing for the insured, returning the items in 24 to 48 hours. We explain the service to the policyholder during the initial telephone conversation and again on-site. At the loss site, CRDN's First Responder reviews a thorough checklist of typical items needed within the initial two weeks, such as certain business garments, sports apparel, change of season clothing and the like. If the insured will be staying in an apartment, due to extended absence from the home, we even determine the need for sheets, blankets and towels.



Beyond the beneficial assistance this provides to an insured, CRDN's "rush" service results in valuable savings for the insurance company by reducing the need to write a check for the insured's short-term clothing needs and reducing ALE exposure.

For claims assignment, call 1-800-963-CRDN or 1-800-963-2736.

CRDN ◆ 2060 Coolidge Highway ◆ Berkley, Michigan 48072 ◆ (800) 520-CRDN ◆ www.crdn.com

