

DOCUMENTATION PAYS DIVIDENDS

March 2007

A standard CRDN process that pays dividends time and again is our on-site room-by-room inventory. A recent loss in Worcester County, Mass., is a perfect example. In this case, an insured asserted that family heirloom rugs from India were ruined during the restoration process due to dye transfer. CRDN's job file, however, included thorough documentation about the rugs, including details about dye bleeding and the exact location and severity for each rug. This information, which was noted during the original on-site inventory, clearly indicated that the dye transfer damage occurred during the loss itself, rather than during the restoration process. The insurance adjuster on claim was able to use the thorough documentation of CRDN of Central & Western Mass to settle the claim efficiently while alleviating the insured's complaint.



CRDN LAUNCHES ADDITIONAL BUSINESSES IN THREE STATES

Adding to our national geographic coverage, CRDN has launched textile restoration businesses in Wisconsin, Virginia and Ohio to meet the needs of insurance adjusters seeking to reduce severity, as well as restoration contractors and contents cleaning companies.

"We are pleased to welcome CRDN of Northeast Wisconsin, a division of Lindeman's Cleaners in Green Bay; CRDN of the Shenandoah Valley & Southern Virginia, a division of August Cleaners in Waynesboro, Virginia; and CRDN of Northeast Ohio, a division of Cavalier Cleaners in Cleveland," said Chip Bifano, President of CRDN. "CRDN's comprehensive training, combined with the most advanced technology and processes, has enabled us to become the nation's leading textile restoration expert," added Bifano. "Even though we tackle items that retail drycleaners and others would declare unsalvageable, our recovery rate is the highest in the garment restoration industry. We can save more than 95% of the items we clean," Bifano said. "We are pleased to expand our service to clients and homeowners in these areas through the addition of three new businesses."



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

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