

May 2007

## SERVICE WITH INTEGRITY

One of the inherent challenges of operating a restoration business is dealing with insureds who have been devastated by a tragedy in their home, yet CRDN takes great pride in our ability to provide empathy in a time of need. It is this approach to interacting with people, demonstrating "caring" as we proclaim in our slogan that allows CRDN to truly make a difference.

Exemplifying CRDN's commitment is the following report from an adjuster with a major insurance carrier about a claim in Florida handled by CRDN of Southeast Florida & the Treasure Coast:

*"When I was in Miami last week I utilized our CRDN vendor. I still thank our Miami CRDN for returning money to the homeowners the day after their clothing pick up. In the process of giving kudos, the [CRDN representative] mentioned they returned \$10,000.00 and several credit cards found in the homeowner's pants pocket. I had no idea the amount of money [involved]."*

*"The husband is ill and his wife had no idea these items were in the clothing and was so impressed with [CRDN]."*

*"I am proud that we have vendors we can trust and pass on to the insured in their time of need."*

At every level of CRDN, we continue to focus on doing the right thing at every phase of the loss – from treating insureds with empathy, to acting with a high level of integrity, to performing textile restoration with a high level of service.



## THE VALUE OF SECURE STORAGE

Beyond achieving a high level of success in textile restoration, CRDN also focuses on the steps following the actual cleaning. CRDN acts as the homeowner's "closet" by storing items until they can be returned. To ensure that all restored textiles are stored in a proper manner, CRDN implements consistent standards that include: protection for high value and emotionally significant items, electronic security systems, notification of law enforcement and facility manager when an alarm is activated and proper insurance to meet the value of garments and textiles stored. CRDN also recognizes the importance of enabling policyholders to visit a storage facility with 24-hour notice to inspect or retrieve needed items. With these standards in place, homeowners can be certain that each CRDN storage facility will be safe, well lighted and properly insured to cover liability for visitors.



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

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