

September 2007

CARING APPROACH HELPS CRDN HELP HOMEOWNERS

A lightning strike that caused a fire at an apartment building in Tidewater, Virginia, this summer created a difficult situation for an overburdened adjuster. Due to a heavy workload, the adjuster was unable to meet with the policyholder until two days after the fire. The homeowner, upset about the apparent lack of service, was further angered when told that the items belonging to the female partner who shared his apartment would not be covered since she was not endorsed on his policy. Fortunately, CRDN of Virginia—Central & Tidewater was on-site and provided a solution to the increasingly tense situation: CRDN offered to restore the woman's textiles at no charge. The adjuster was so taken aback by the kind offer that she burst into tears. A standoff was averted. The policyholder's partner then began crying as well. Her hostile disposition dissipated, and the policyholder was saved from further wrath arising from his failure to note her interest on his policy. The result was truly win/win; the adjuster was able to settle the claim efficiently and satisfactorily, and the insured in turn greatly appreciated the adjuster's assigning CRDN to handle the claim. CRDN recognizes that every claim is unique and must be handled with great care and a uniform yet individual approach.



CRDN NAMED TO FIRST-EVER LIST OF FASTEST GROWING BUSINESSES

CRDN has been named one of the fastest-growing private companies in the U.S., according to Inc. magazine. Founded in 2001, CRDN reported growth of 61.4%, which has resulted from ongoing education of the insurance industry about the cost-effectiveness of restoring damaged textiles instead of replacing them. CRDN specializes in restoring garments and other fabric items damaged by smoke, fire, water, mold or other contaminants. Covering 94% of the U.S., CRDN has achieved an average success rate of 98%, saving insurance companies millions of dollars each year.

The Inc. 5,000, an extension of Inc. magazine's annual Inc. 500 list, catches many businesses that are too big to grow at the pace required to make the Inc. 500, as well as a host of smaller firms. Taken as a whole, these companies represent the backbone of the U.S. economy.

Inc. 500
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INC. 5,000 COMPANY

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

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