

February 2008

CRDN FIRST RESPONDERS: A JOB THAT STARTS RIGHT...

On a loss site, CRDN is very focused on treating insureds with empathy, as well as serving as the "eyes and ears" for adjusters. As a result, CRDN's First Responder program has proven valuable for all involved with a claim. The program entails a designated individual responsible for meeting the insured on-site in advance of the arrival of customer service representatives (CSRs) who conduct the pack-out. This management-level person is well-versed in dealing with a homeowner facing a difficult situation. The First Responder then is charged with clearly explaining the CRDN textile restoration process, setting expectations for service, scoping the loss and determining the insured's needs for "rush" service (emergency needs clothing). The scope is communicated both to the adjuster and/or contractor as well as the CSR team so everyone involved has an accurate, thorough understanding of the situation. The result is a concise blueprint for handling the textiles on the loss site. This extra layer of involvement, with systematic communication and coordination, sets the tone for the service that follows.



PERFORMANCE AT-A-GLANCE

While customer satisfaction is an important component of handling insurance claims, so too is measuring performance of service providers. CRDN offers a Textile Claim Summary at the conclusion of each claim to provide a snapshot of the textile restoration specialist's results. This one-page overview captures the relevant data, including Policyholder name, Claim Number, Loss Report Date, Rush Delivery Date, Contaminant, Total Pieces, Restored Pieces and Restoration Savings vs. Replacement. This tool supplements CRDN's performance metrics measured through XactAnalysis when a claim is assigned electronically. The Textile Claim Summary also serves as a check-and-balance with the initial scope provided by a CRDN First Responder at the onset of a claim.



Textile Claim Summary

The textile restoration specialists at CRDN appreciate the opportunity to serve you. We are committed to meeting your needs and those of the insured in a timely and professional manner. The following summary provides an overview of our services related to this particular claim.

Policyholder	John Doe	Total Pieces	54,178
Claim Number	9871234	Total Pieces	425
Customer Name	ABC Restoration	Restored Pieces	408
Loss Reported Date	1/15/2008	Success Rate	96.4%
First Date	1/16/2008	Restoration Price (No Charge)	\$
Final Delivery Date	1/20/2008	Savings vs. Replacement or Replacement	\$20,577.18
Contaminant	Smoke/Steam		

It is our standard practice to offer 24/7 response, rush service, secured storage, and a non-restorable list. It is our guarantee that if the item doesn't restore to pre-loss condition, there is no charge.

We look forward to serving you, and those you insure, in the future. If you have any questions regarding this summary or the attached invoice, please contact us.

CRDN Job #: 1007 Thursday, January 21, 2008

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

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