

April 2008

CRDN HELPS ADJUSTER

LOOK LIKE A HERO

An adjuster with a regional insurance carrier recently called CRDN of South Central PA seeking expert assistance for an insured who tried to restore garments with a retail drycleaner. The insured's 75 pieces of brand new alpaca clothing damaged in a fire in her home-based business were listed at \$150 to \$200 each to replace. When the insured's retail drycleaner was unable to completely restore the items, the insured contacted the adjuster to inquire about replacing them. Her policy coverage was limited to \$2,500, and she was faced with paying a significant amount of replacement costs herself. At the adjuster's request, CRDN of South Central PA examined the items and agreed to begin professional restoration, implementing cleaning processes specifically designed for smoke contamination. Upon completion, all 75 pieces were successfully restored to pre-loss condition. The insured was absolutely ecstatic with the results, as was the adjuster, who reduced severity on the claim and ended up with a very satisfied policyholder as well. According to CRDN of South Central PA's owner, Paula Kostick, "The adjuster looked like a hero to the insured" for saving her considerable unexpected out-of-pocket expenses while at the same time providing a solution that was about half of the policy limit.



CRDN COMPLETES 40TH EPISODE OF EXTREME MAKEOVER

As ABC-TV's highly rated and Emmy Award winning show Extreme Makeover: Home Edition concludes its fifth season, CRDN has participated in its 40th episode with the show.



The show is based on helping a deserving family in all 50 states by tearing down their old, run-down house and building an entirely new home within seven days, a project that typically take four months. In each of its 40 episodes, CRDN has restored the family's clothing, ensuring that their most personal items are freshly cleaned and helping their new house feel like their home.



While viewers are treated to the unbelievable transformation of the house and an emotional conclusion when the family returns for the reveal, it is the behind-the-scenes efforts that truly are remarkable. Hundreds upon hundreds of volunteers converge at the build site as countless companies donate all of the materials needed for the house, interior furnishings, landscaping and every aspect of the project.

CRDN's broad geographic coverage and selflessness of its local operators has enabled the organization to contribute to families across the U.S. when called upon. The show has been a natural fit for CRDN, which is focused on serving those in need. As Extreme Makeover's producers begin preliminary planning for season six, CRDN is poised to continue playing a meaningful role in support of the show's noteworthy mission.



OUT AND ABOUT

CRDN is proud to support the upcoming PLRB/LIRB 2008 Claims Conference as a Gold sponsor. Look for CRDN in Boston, April 13-16, at booth 1509.



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

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