

JOB FLOW CHECKLIST FOR INSURANCE AGENTS

Because every project is different, there can be factors to consider that are not listed below. Depending on the type of damage, amount of damage, and many other factors. The following is a checklist we hope will be helpful through this process.

Water, Mold & Fire Clean Up Projects

What Insurance Agents can expect...

- Insurance Agent refers a client to us (email, text or call in the details)
- SFR contacts Insured to gather more information in order to dispatch the right person, for the right job and with the right tools
- SFR schedules inspection and sends an “Intro Email” to the Insured with “what to expect” videos
- SFR performs inspections, educates Insured and gets them “pointed” in the right direction including educating them on projected costs, potential claims coverage and overall game plan
- SFR performs inspection and sends Insurance Agent “Inspected Email” including source of loss, affected areas/materials, scope of work, equipment required and overall game plan
- If Insured files claim, SFR works with carrier/adjuster and holds the Insureds hand through the claims process and the Insured will not pay a “penny over their deductible” so we can move money off the table and focus on quality of work and service
- As soon as work starts, SFR will send Insurance Agent a “Job Start” email with details on what to expect moving forward
- SFR’s Construction Project Manager works with Insured and Adjuster to get approved scope of work and complete repairs
- SFR will send Insurance Agent a “Job Complete” email at the completion of the project

What an Insured can expect...

- Free inspection and education on what to expect and how to navigate the restoration of their property
- Hand holding, guidance and continued resource until project is finished
- Commitment to 5-Star service, and if they are not satisfied, we will do what it takes to make it right
- Positive, friendly and caring staff
- Proactive communication throughout the entire process
- If they file a claim, they won’t pay a penny over their deductible

This process is 100% customizable to you, your ownership and your specific community needs, so please contact us to discuss how we can best help and partner with you!

Need Help? Call 855-883-4778 • Text 949-579-2695 • Email inedhelp@callservicefirst.com

YOUR RESTORATION HERO!

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WATER | MOLD | FIRE | CONSTRUCTION