



# Summit Claim Services, Inc.

## - Delivering the Promise -

**SUMMIT CLAIM SERVICES, INC.**



*Building trustworthy relationships by delivering peace of mind to our clients' insureds.*

- ✓ **Adjusting** residential and commercial daily claims is our specialty
- ✓ **Delivering** fast, industry leading customer service is our strength
- ✓ **Consistently** building client relationships to improve customer retention is our passion
- ✓ **Flexible** in *tailoring* claims handling to meet our clients' needs
- ✓ **Partnering** to reduce LAE through customizable billing options

**Prompt Response**

✓ Initial contact in less than 24 hours

**Quality Estimates**

✓ Thorough  
✓ Accurate  
✓ Complete report within 5 days

**Clear Communication**

✓ Process  
✓ Timeline  
✓ Terms

**Peace of Mind**

*Preventing losses is not our business, settling them with care and concern, and better than anyone else, is.*

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### Delivering Industry Leading Service

### 2016 Xactanalysis Comparison Report

### Claim Handling by Summit versus Industry Claim Handling

Policyholder Service*	Summit**	Industry**	Difference**
Initial Contact: 24 hours	0.41	1.26	-0.85
On Site Inspection: 72 hours	<b>3.45</b>	3.99	-0.54
File Delivery: 5 days	6.92	7.49	-0.57
*based on traditional working days	**based on calendar days		

### Key Factors impacting Policyholder Service

1. Availability of the Policyholder
2. Weather
  - Consecutive days of rain, snow, etc.
3. Workload
  - Local area cat or mini-cat
4. Weekend involved

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