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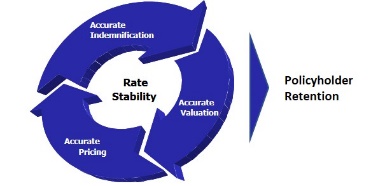
***They may seem small, but the ripple effect of doing the basic things right is extraordinary.***

*At Summit Claim Services, we* ***Focus on the Fundamentals***

* *Immediate contact with the policyholder*
* *Prompt scoping of the loss*
* *Expedient submission of an accurate estimate to the carrier*
* *Responsive communication*
* *Thorough file documentation*

***The challenge today:*** *meet the consumers’ ever-changing expectations and demands driven by advances in technology.*

*But is new technology the answer? Is claim estimating a self-service insurance item?*

*While technology may produce some cost savings and improve the estimating process, the fundamental process of an adjuster meeting with the policyholder and doing a physical inspection is still the most reliable method for preparing an accurate estimate. And, accurate indemnification supports policyholder retention through rate stability… which is also a consumer concern.*

*Besides, a smile, a handshake and doing business face to face will deliver a positive experience during a troubled time.*

***Small things done in a great way!***

*We may not be the only IA firm you use, we just want to be the best one you use.*