

## **Preferred Contractor Agent Support**

**Providing claims support during and after a CAT event**

### ***Agent Support Services***

- *Guaranteed next day inspections from time of notification*
- *Damage status reporting directly back to Agent*
- *Assist policy holder in filing claim to CAT desk*

### ***Agent Benefits:***

#### **Greater Satisfaction, Increased Retention**

- **Increase policyholder satisfaction**
- **Demonstrate a greater commitment to customer satisfaction**
- **Follow up on outcome beyond the closing of a claim**

#### ***Enhanced Efficiency***

- *Increase efficiency in moving from claim to restoration completion*
- *“In-house” systems closely linked to the insurer or administrator*
- *Shorten the timeline from claims settlement to finished repairs*

#### ***Increased Quality Control***

- *Pre-screened and credentialed for license, insurance, and financial stability*
- *Monitored performance and control standards for higher-quality outcomes*
- *Background verification on all staff and field representatives*