On behalf of our staff and families, we would first like to thank you for the opportunity to service your claim. Please know that we, at MRN Contracting, will do everything in our power to ensure a smooth transition from your damaged property, to a truly quality product installation on your home.

To accomplish this, we (our office) will be in contact with both you, our valued customer, and your insurance carrier. The following can be expected from us:

* Within 7 days of your roof being approved, you should receive a scope of work and your ACV check. If you have not yet received these, we will call your insurance carrier for you to get the process moving.
* A thorough analysis of the insurance scope of work using the industry standard program Xactimate® and our claim auditing team. We will then, if necessary, supplement the estimate to ensure you are receiving the benefits you are entitled to per your policy guidelines and required by state and local building codes.
* MRN Contracting does the work for insurance proceeds so, we will work with your adjuster to come to an agreed upon price necessary to complete the scope of work provided by your insurance carrier.
* We will reach out to you on occasion to inform you when, if necessary, you should expect your scope of work, ACV check and to answer all questions you may have at that time.
* We will do our very best to schedule our work to accommodate your busy schedule.
* We will have a MRN representative present the day your project begins to ensure quality and safety.
* We will have all approved work completed on time and on budget.
* We will clean up our work site and leave your property in better shape than when we found it.
* In the rare occasion that we damage something during the construction process, we GUARANTEE we will make it right before completion.
* Upon completion of work, we will submit all necessary documentation to your insurance carrier necessary to release the recoverable depreciation and any supplements that are due.
* We will follow up with your insurance carrier to ensure all funds are sent to, and received by you in a timely manner.
* Periodically we will reach out to you to inform you on the status of your claim, notify you to when you should expect to see additional funds and answer any remaining questions you may have.
* Finally, upon receipt of all monies, we will send all warranties to you, our valued customer.

Again, THANK YOU for your business. Please ask us about our referral program!!