

FAST TRACK & ECH EXERCISES

Introduction

- Fast track/ECH is designed to expedite handling of relatively non-complex property claims.
- The objectives of these exercise are:
 - To improve the customer's claim experience.
 - To enhance and supplement your understanding of the technical process for this type of estimating.
 - To support and improve your skill level with phone-handled estimating.
 - To improve cost containment and claim severity by properly estimating the claim in a timely manner.

Benefits

Benefits to the Customer

Improved customer service with prompt payment.
Repair work is done when convenient to the customer.
Customer has control over the quality of repairs.
No unnecessary delays for the customer.

Benefits to the Employee

Eliminates follow-up calls and touching the same claim multiple times.
Diminishes problems with contractors and workmanship.
Shortens cycle time and general claim handling.
Better able to satisfy the customer in a timely manner.

Benefits to the Company

Enhances the customer's claim experience.
Increases employee productivity and reduces cycle time.
Lower per claim cost and greater severity control.

Reed Richards

- Tree fell on Shed
- Homeowners policy
- South Carolina



T'Challa

- Small wind damage to roof
- H&H policy
- Texas
- No EagleView, but you can request one if you want



Carol Danvers

- Overflow in basement
- Homeowners policy
- New York
- Has water back up endorsement 5k limit.



Peter Quill

- Trampoline damage
- Mobile home policy
- Georgia



Thor Odinson



- Non-weather-related pipe burst to one room
- Homeowners policy
- Illinois

