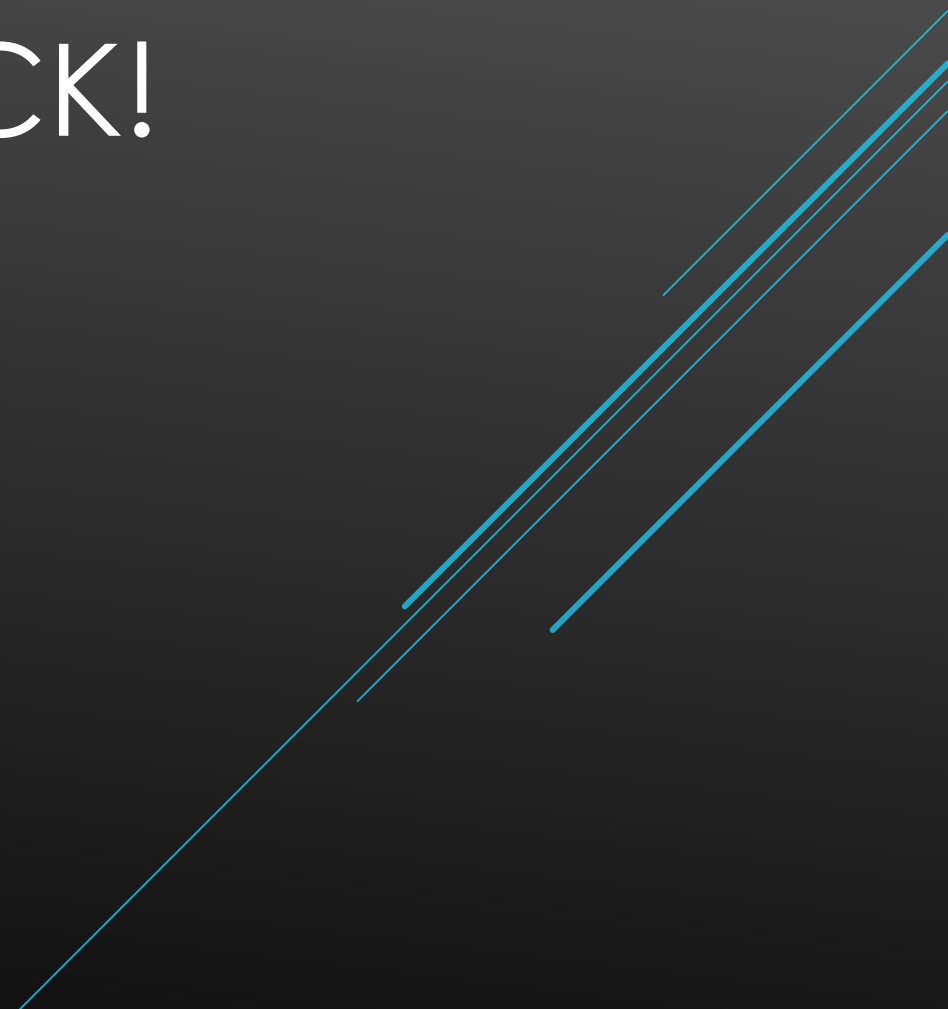


CLOSED LOOP FEEDBACK! ...AND SCARY CONVERSATIONS





PRESENTATION INFO.

- ▶ Inspection!
- ▶ Restoration!
- ▶ Exercises



INSPECTION!

Overview

- Triggered one day after inspection has been completed.
- Customer has seven days to complete survey from receipt.
- Sent to approximately 40 percent of our qualifying customers.
- Survey Question – "We recently reviewed your damages, how satisfied are you with your experience?"



INSPECTION!

Criteria

- Date of Loss within one year of notice date.
- Reported by insured or agent on behalf of insured.
- Email address for insured in NextGen.

Insured will not qualify for survey:

- Primary Insured Attorney Represented
- Public Adjusters listed as a participant
- Fatality on Claim
- Glass Only Claim
- SIU Accepted

Property Triggers

• Field

- First ERL Inspection Assignment Closed

• Non-Field

- First Property Estimate Upload

RESTORATION!



Overview

- Customer has seven days to complete survey from receipt.
- Sent to 100 percent of our qualifying customers.
- Survey Question – "Based on your recent claim, how satisfied are you with your experience?"

RESTORATION!



Criteria

- \$100 minimum paid loss required (can include partial denials).
- Email address for insured in NextGen.

Insured will not qualify for survey:

- Primary Insured Attorney Represented
- Public Adjusters listed as a participant
- Fatality on Claim
- Glass Only Claim
- SIU Accepted

Property Triggers

- Triggered 30 days after the Dwelling or UPP coverage is closed.

A series of four parallel white diagonal lines of varying lengths, located in the bottom-left corner of the slide.

FOLLOW UP CALLS

- ▶ 21 days after closure
- ▶ Solidify that 8!

TALK PATHS?

- ▶ **Agent involvement**
- ▶ **Contractor involvement**
- ▶ **Stress the positives**
- ▶ **Digital payment**
- ▶ **Rapport building**
- ▶ **Identify solutions**
- ▶ **Be genuine.**

SCARY CONVERSATIONS



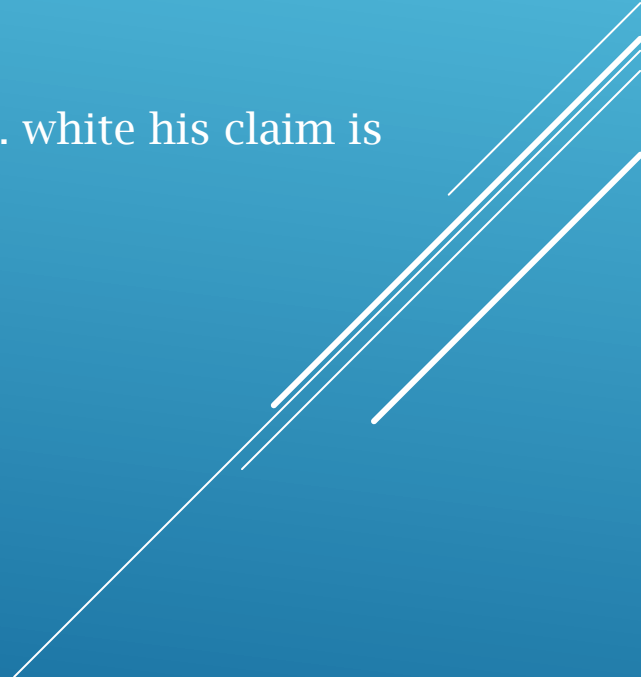
- ▶ Mr. King has a roof payment schedule factor of 90% percent on his roof. He is unaware of this. You found damages to all slopes justifying a full roof replacement.
- ▶ How would you handle this?

SCARY CONVERSATIONS

A series of four parallel white diagonal lines of varying lengths, located in the bottom-left corner of the slide.

- ▶ You have just finished your inspection on Sarah's home and you have found no damage. Sarah's contractor who was not present during inspection has been in her ears the whole time telling he she needs a new roof.
- ▶
- ▶ Tell me how you would deliver this to her

SCARY CONVERSATIONS

- ▶ Mr. white had an ongoing leak that he has not noticed until it was too late.
 - ▶ How would you tell Mr. white his claim is not covered?
- 
- Several thin, parallel white lines of varying lengths and slopes are positioned in the bottom right corner of the slide, creating a modern, abstract graphic element.

SCARY CONVERSATIONS

A series of five parallel white diagonal lines of varying lengths, starting from the left edge and extending towards the right, positioned in the bottom-left corner of the slide.

- ▶ You receive a package of an inspection and notice that the damages to the roof are exactly the same as a prior 2 years ago in which the claim was below the deductible. Mr Ramos swears he has gotten it repaired. You know this is 100% a lie.
- ▶ How do you proceed.

SCARY CONVERSATIONS

A decorative graphic consisting of several parallel white lines of varying lengths, slanted diagonally, located in the bottom-left corner of the slide.

- ▶ A storm has hit Jacobs's house, his family friend does roofing and decides to replace his roof before we can inspect for damages. There was no immediate risk to property and contractor took no photos.
- ▶ Contractor billed Jacob for 25k for the roof, so he files a claim for reimbursement.
- ▶ How would you tell Jacob