



## **Certified Flooring Network**

The Insurance Industry's Flooring Experts

888.EZ1.CLAIM (888.391.2524) |



## WHO ARE WE

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The Certified Flooring Network (CFRN®) is a national network of floor covering experts providing full turnkey restoration, repair and replacement solutions for all types of floor coverings.

**With over 100 years of Combined Experience in the Insurance Channel – We Know Claims!**

As a partner to the Insurance Industry we utilize our knowledge and experience in claims to deliver a stand-alone flooring program for one of the largest categories of damage industry wide.

Our progressive claims management program provides professionally trained and certified flooring experts that are locally owned and operated. We are committed to serving the critical needs of policyholders while at the same time **delivering a cost effective solution for accurate flooring settlements, improved customer experience and improved cycle times.**

When flooring damage happens, the Certified Flooring Network is proud to serve you and your policyholder's needs.

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**FLOORING DAMAGE? GET IMMEDIATE HELP.**



# OUR PROCESS

## THE 1-8-24 PROTOCOL

### ONE (1) BUSINESS HOUR

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A Certified Flooring Network customer care representative will contact the policyholder within one (1) business hour of first notice and provide an explanation of services and the benefits of using the local Certified Flooring Expert.

### EIGHT (8) HOURS

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The Certified Flooring Network expert is required to schedule the appointment with the insured in eight (8) business hours or at the insured's earliest convenience. Prior to entering the policyholders home or business the Certified Flooring Network expert will present their credentials and a brochure explaining the services and benefits of the Certified Flooring program. The Certified Flooring Network expert will take photographs of the damage, measure the affected areas and on the adjuster's request, collect samples for laboratory analysis to determine like, kind and quality of the flooring material if replacement is necessary.

### TWENTY-FOUR (24) HOURS

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Within twenty-four (24) hours of the inspection, the local Certified Flooring Network expert will submit the scope of damages to the home office audit team for review and estimate completion. Upon adjuster approval, customer will make product selection and schedule installation.

**FAST, EFFICIENT FLOORING RESTORATION,  
REPAIR AND REPLACEMENT FOR INSURANCE  
CLAIM CUSTOMERS AND MORE.**



## ADJUSTERS: WE UNDERSTAND CLAIMS PROFESSIONALS

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CFRN® Understands the Importance of Response in the Claims Process.

We have a unique appreciation of the adjuster's obligations to provide a **timely and accurate** settlement. We quickly identify the like, kind and quality flooring material and provide a complete estimate with the same sense of urgency facing the adjuster & policyholder.

One call or click to CFRN® harnesses the power of a nationwide network of trained flooring professionals. Our dedicated experts are held to a strict **1-8-24 protocol** and are committed to helping resolve the claim. We are here to serve as your partner and to put the policyholder at ease.

Our web based claim system provides real-time tracking on every assignment, including proprietary data collection and mining for generating robust management reports. The report builder tool box allows up-to-the-minute claim viewing from a granular or global picture.

Our home office team supports each Certified Flooring Expert by identifying deadlines as they approach and assisting in situations where customer concerns arise and responds to any concerns quickly and to our client's satisfaction.

## AGENTS: A POSITIVE FLOORING CLAIM EXPERIENCE

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CFRN® provides a comprehensive, turnkey solution for flooring damage claims. Our inside claims department provides complete supervision of every claim from first notice of loss to project completion to ensure total satisfaction on each and every claim.

We are an extension of the agent's claim response team. With the first contact to CFRN®, the power of our **nationwide network** of trained professionals goes to work for a quick and effective claims resolution and client satisfaction.

CFRN® works with your insurance carrier to ensure all parties are fairly represented and has preferred vendor programs with some of the most recognized carriers in the country.

Clients most often measure satisfaction against experience, which is why we take our role in the claims process very seriously. High client satisfaction increases policyholder retention. CFRN® has a **94% satisfaction rating** of Outstanding or better on completed claims. You can trust that your policyholder's experience will enhance the agent/customer relationship now and in the future.

## RESTORATION CONTRACTORS: WE ARE FLOORING EXPERTS

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At CFRN® we set the standard for quality flooring repair and replacement while building successful partnerships. If you are seeking a flooring specialist, trust a Certified Flooring Expert. When you use a Certified Flooring Expert, you get a subcontractor who has been selected for their expertise, history of quality workmanship, and is capable of restoring flooring both quickly and efficiently. Your flooring expert is fully supported by the CFRN® team of insurance claim specialists, and industry leading technology.

We understand that success depends on customer satisfaction and your ability to use reliable, talented professionals to work with your customers. At CFRN®, each flooring expert is required to attend **certification and continuing education** courses to ensure they are current with the latest standards, technologies and installation practices. Additionally, each expert is evaluated for their ability to consistently bring every flooring job in on-time and in-budget with **superior craftsmanship** while representing a strong commitment to customer satisfaction.

Certified Flooring Experts and You ... A Winning Partnership!

# WHY CFRN®

## CFRN® HOME AND BUSINESS FLOOR REPAIR

At Certified Flooring Network, we believe every home and business experiencing flooring damage needs a Certified Flooring Expert to help them through the process towards restoring their floor to better than before. As a leader in insurance restoration, Certified Flooring Network provides rapid, complete, repair, restoration and replacement services for all types of flooring damaged by flood, fire and other disasters. We do this by employing the very best in flooring professionals, each of whom are committed to Certified Flooring Network's standards of professional conduct and to providing our proven service protocol of repairing flooring quickly, professionally and efficiently. We've built our industry reputation on thousands of successfully resolved flooring claims each year and boast a 94% customer recommendation rate.

## IT'S ABOUT CHOICES

Our flooring contractors provide a full range of choices and flooring materials to best fit customer flooring needs. Our Certified Flooring Expert will evaluate the damages, measure the affected areas and collect samples for laboratory analysis to determine like, kind and quality of flooring to be replaced. The flooring expert will then guide your policyholder through the product selection process and schedule replacement of the damaged floor.

## OUR PRODUCTS

- Carpet
- Hardwood
- Laminate
- Resilient/Vinyl
- Sand and Refinish
- Stone and Tile



## SMOOTH STEPS TO INSTALLATION

Your CFRN® team of experts are responsible for ensuring that the customer's flooring repair & restoration experience goes as smoothly as possible.



## INSTALLATION WARRANTY

Along with our extensive certification process and quality assurance program, we offer a **satisfaction guarantee** and our **extended installation warranty** exclusively for installations completed by CFRN® experts. Our **three year** Installation Warranty guarantees our CFRN® experts work. This is in addition to the material warranty provided by the manufacturers of the flooring products used.

CALL US AT **888.EZ1.CLAIM** – 888.391.2524

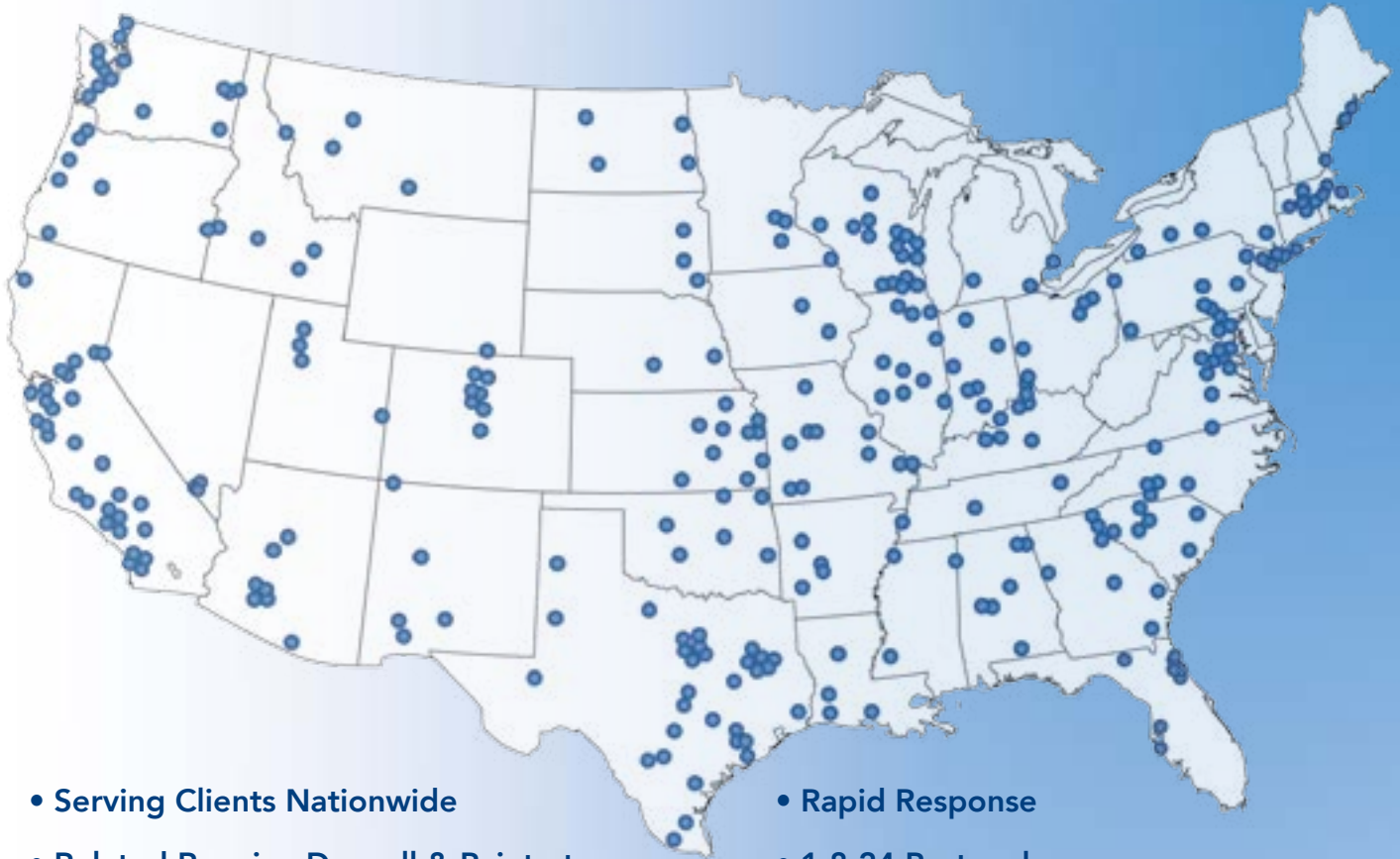




Repair. Restore. Replace.

# Certified Flooring Network

The Insurance Industry's Flooring Experts



- Serving Clients Nationwide
- Related Repairs; Drywall & Paint etc.
- Assign Claims by Phone, Online or Email
- All Commercial & Residential Flooring Types
- Trained, Certified Flooring Experts
- 3 Year Installation Warranty
- Rapid Response
- 1-8-24 Protocol
- Estimate, Audit & Review Process
- Timely & Accurate Settlements
- Real-Time Claim Tracking
- 94% Customer Satisfaction Rating

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