



What We Do & How We Do It

People have often asked us to explain what it is, exactly, that we do. It's usually a long conversation, because we do so much. Unlike other Public Adjusters, we don't outsource or subcontract any of our work. We spend all of our time thinking about your claim and what will benefit you the most.

So to answer some questions you might have, we've broken out some of the major tasks that we do for you. And as always, you're welcome to spend more time with us and ask more questions.

Scope Writing

When documenting any loss, a Scope of Repairs is required under the "**Duties After Loss**" portion of your policy. This Scope, known as a "**Proof of Loss**" when completed, should contain a detailed inventory of all the removed and replaced materials that will comprise your completed structure. A properly prepared scope must include:

- Each room's dimensions
- The square and linear footage of all materials required to repair each room
- The types of materials used to repair each room (taking into consideration local codes)
- Each room's finishes (texture, paint)
- The contractor's labor costs and profit

Insurance companies will typically produce their own Scope of Repairs utilizing commercially developed software such as **Exactimate**. Carriers have been known to specify alternative building materials and construction techniques in the creation of their Scope of Repairs. Their scope may also omit code upgrades required by local ordinance, even while technically working in good faith on your claim. If you accept their settlement, you might very well remain unaware of these errors and additional costs until your contractor informs you that the money for your repair has been exhausted. Result: Your rebuild will stall and remain unfinished.

Personal Property (Contents)

If you could hold your house in your hands, turn it upside down and shake it, anything that could fall out is referred to as "Personal Property" or "Contents". Essentially, this term refers to whatever isn't physically attached to your house. It's your "stuff". Did you know that the average home contains more than 12,000 items?

While most insurance companies will usually ask about their insured's lost contents, they will typically provide only a blank form and instruct their insured to list all of their lost property. This is a daunting job for any homeowner. If the insured can't complete their inventory within the allotted time, their personal property compensation defaults to the carrier. Reimbursement to the client is then determined by the insurance company after a cursory examination of the loss.

This usually results in thousands of additional dollars being lost on a claim, simply because the insured didn't have enough time to document each item in their home. This requirement makes it inherently difficult to accurately reflect the client's actual loss and results in lower payouts from the insurance company. This is intentional. It's by design.

Our highly trained Personal Property Team, however, arrives at a loss location prepared to document every item from A to Z. Nothing is so small that it will escape their attention. Here's our process:

- Our team starts by sorting and sifting the loss location; identifying and separating all total-loss items.
- Next, they categorize these items, staging them for the cataloging process.
- Our team photographs and describes these items, entering each one into our proprietary software, exactly as they found them. This provides an indisputable evidence of loss.
- Once this meticulous process is completed, the file is taken to our corporate office where our dedicated Personal Property Staff compiles the first draft of our client's loss. Once completed, we enlist the client's help in ageing and conditioning their lost property.
- After the client completes their part, our Personal Property staff begins the methodical process of researching Like, Kind and Quality replacements for each item. They enter their identified replacement into the client's Personal Property Inventory, including the merchant's URL, the item's replacement photograph and the replacement price.

- Once this information has been entered, the *real* magic begins! Concordia Claims Managers' unique software utilizes an algorithm that applies a complex series of variables: it can accurately depreciate an item based on its condition, years owned and expected life.
- Our staff then compiles the finalized Contents Inventory. Our software automatically calculates your claim's Actual Cash Value and compares to the Replacement Cost Value. This not only allows the insurance company's adjuster to verify our findings, it also eliminates questions or disagreements later on. then generates an Audit of the claim. Any discrepancies or potential problems are identified and corrected. This becomes our submission.

"There is no other Public Adjusting firm that can offer such robust support or increased recovery for their client's personal property. This level of documentation is available *only* from Concordia Claims Managers."

How Concordia Does What Others Can't



Additional Living Expenses

Residents forced from their homes by disasters should remember that they may have insurance coverage under their property owner's insurance policy that will help pay for food and housing, or other essentials of daily life. This coverage is called "Additional Living Expense" (A.L.E.), according to the American Insurance Association.

Homeowner insurance policies will specify the amount of A.L.E. coverage available. As a rule, policies containing A.L.E. provisions will pay for the difference between what the insured paid for housing and food **prior** to the loss what the insured pays **after** the loss.



Concordia Claims Managers has developed a Claims Concierge department; a state-of-the-art assistance program available to our clients when filing Additional Living Expenses. This resource enables our clients to stay on top of their expenses and receive faster reimbursement.

In summarizing, Concordia Claims Managers will:

- Complete a detailed estimate of what is required to repair or rebuild your structures.
- Assist in the preparation of inventories for your damaged personal property, contents, and related items. With your help in providing correct documentation, and determining ages and descriptions, a professional claims manager can evaluate and determine accurate values.
- Prepare your loss of rents or additional living expenses.
- Establish a professional line of communications with the insurance adjuster.
- Present estimates, inventories, and other valuations to the insurance adjuster.
- Meet with the insurance company to resolve and adjust your claim fairly and equitably, resulting in an acceptable resolution for you.

When you consider that your insurer has employed experts to represent their interests, shouldn't you have professionals working for you in what is likely the largest monetary loss you will ever experience?