



# LEVEL UP

INTRODUCING THE  
SERVICEMASTER RESTORE  
PREFERRED PARTNER PROGRAM





## MOBILIZATION

- Catastrophe and Mini CAT Management
- Contingency Plan Implementation
- Mobile Command Centers
- Storm Tracking and Resource Allocation
- Immediate Site Inspections and Estimates
- Advanced Equipment and Resources Staging
- Temporary Buildings/Temporary Shelters/CAT-Tent Communities

## BUILDING & SITE STABILIZATION

- Water Mitigation
- Board-Up
- Temporary Roofing
- Thermal Imaging and Moisture Mapping
- Dehumidification and Moisture Control
- Fire, Smoke and Water Damage Restoration
- Odor Control
- Emergency Power/Lighting
- Temporary Air Conditioning and Cooling Towers
- Security Fencing and Armed Guards
- Portable Toilets, Showers, Hand-Washing Stations and Laundry Facilities
- Fuel Tankers
- Dry Ice Blasting and Pressure Washing

## CONTENT RESTORATION

- Electronics and Telecommunications Equipment Restoration
- Machinery/Industrial Equipment Restoration
- Hard Drive Data Retrieval
- Document/Vital Records Restoration
- Media Recovery
- Fine Art Restoration
- Complete Pack-Out, Shipping and Storage
- Contents Inventory Management

## ENVIRONMENTAL SERVICES

- Engineering Controls/Consulting
- Professional, Licensed Testing
- Mold Remediation
- Bacteria and Virus Remediation
- Asbestos and Lead-Based Paint Abatement

## CONSTRUCTION SERVICES

- Project Management
- Consulting
- Fixed-Cost Estimates
- Complete Interior and Exterior Renovations
  - Painting
  - Carpentry
  - Floor Covering
  - Tile, Carpet, VCT, Laminate
  - Finished Hardwood
  - Drywall
- Demolition and Site Cleanup
- Engineering
- Roofing
- Complete Interior and Exterior Renovations
- Electrical, Plumbing and HVAC

## PRE-LOSS PLANNING

- Pre-Disaster Strike Property Assessment



ServiceMaster Restore provides something very important to insurance carriers, and it's something no other disaster restoration company can match. **It's true partnership.** The claimant's satisfaction – as well as their future loyalty to their insurance carrier, depends on how efficiently and successfully the claim is resolved. That's why the restoration company you recommend, is so important.



ServiceMaster Restore's Preferred Partner Program is built on the same five pillars that drive customer satisfaction. From the first notification of loss, all the way until the final settlement, we take care of your policyholders. Our use of technology, restoration experience, and commitment to homeowner service, and support are the best in the industry.

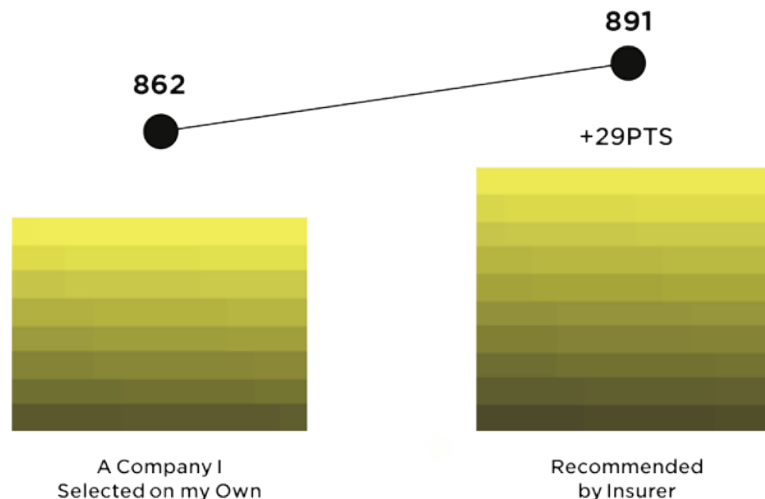
## REPAIR PROCESS DIAGNOSTICS

### IMPACT OF RECOMMENDING A RESTORATION COMPANY:

- Customers are more satisfied with their insurance carrier when they recommend a restoration company, instead of having to find one on their own.
- According to a recent J.D. Power Study, this results in a 29-pt. increase in carrier satisfaction.
- Carriers can likely gain customer satisfaction by simply recommending a restoration company.

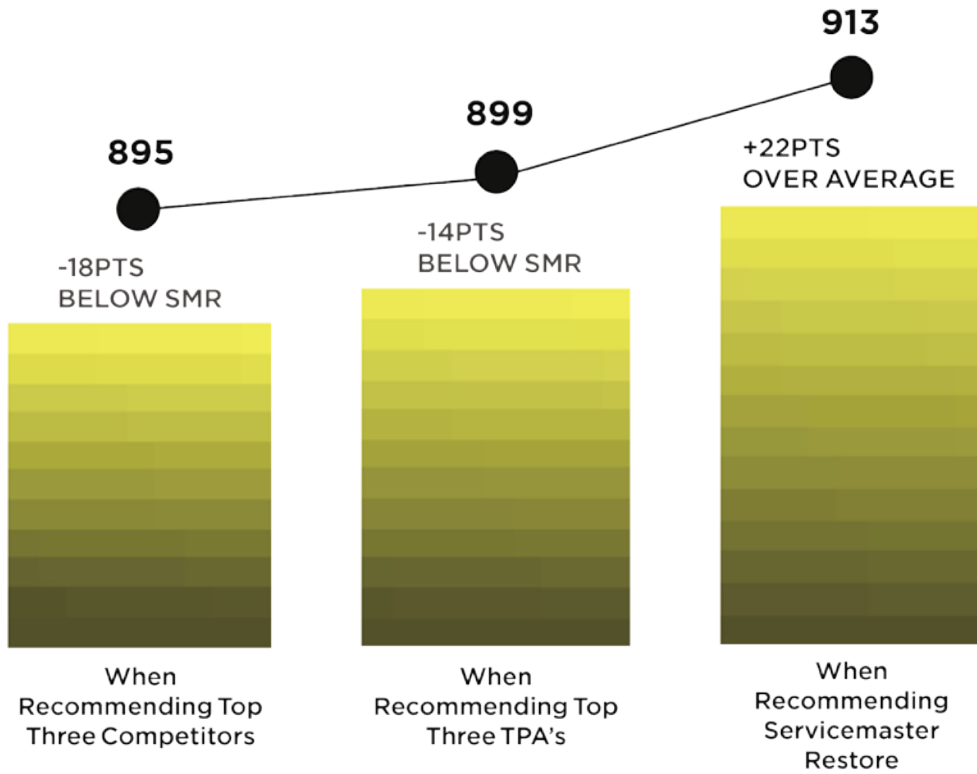
METHOD OF SELECTING REPAIR COMPANY FOR FINAL WORK

■ AVERAGE ● AVERAGE-OVERALL CSI



Win over your policyholders and demonstrate your value by recommending a leader in the restoration industry. Visit [servicemasterrestore.com](http://servicemasterrestore.com) to learn more.

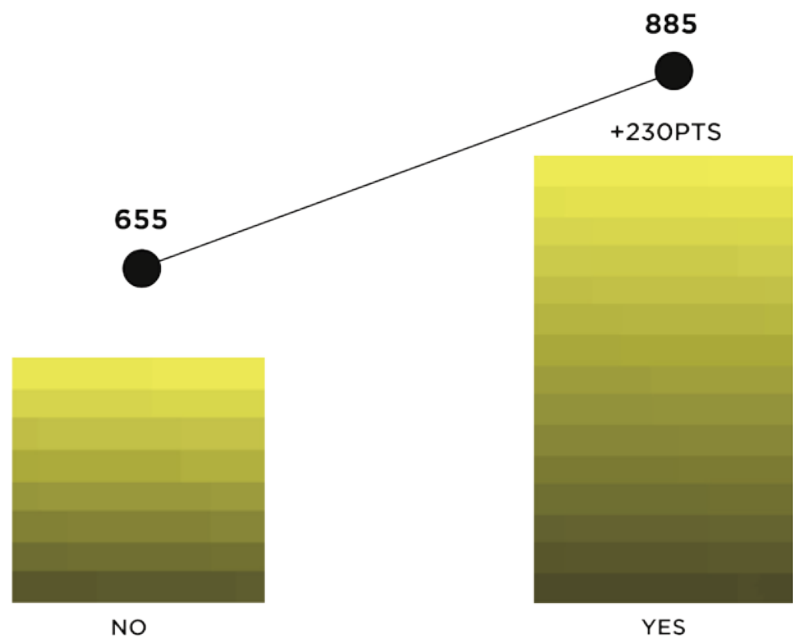
## IMPACT OF RECOMMENDING SERVICEMASTER RESTORE:



- Top three competitors score 18 points below ServiceMaster Restore.
- TPA's are 14 points below ServiceMaster Restore.
- Policyholders are 22 points more satisfied than the average, when ServiceMaster Restore is recommended.

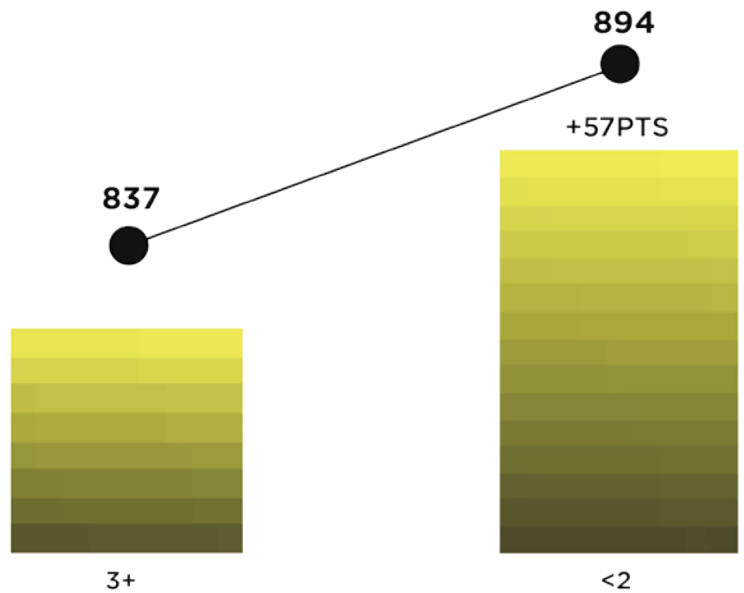
## CLEAR WHAT NEXT STEPS WERE IN THE CLAIMS PROCESS

We provide FNOL training across our entire network. We have guides that help policyholders every step of the restoration process, to guarantee consistent, clear communication and understanding of what happens next.



## NUMBER OF PEOPLE THE CUSTOMER HAD TO INTERACT WITH DURING THE CLAIM PROCESS

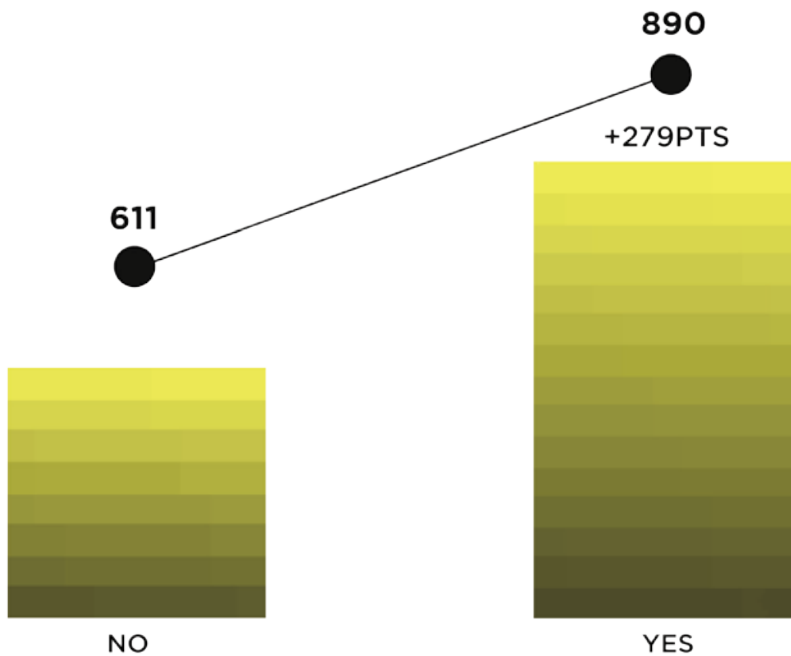
We value and put great emphasis on the importance of Comprehensive Training & Certification for all our employees, as well as ongoing training for both franchise owners and their staff. Our staff is trained to make sure all critical information is captured upon intake, so the claimant doesn't have to repeat it.



## ★ SETTLEMENT ★

INSURER FULLY COVERED EVERYTHING CLAIMANT THOUGHT THEY SHOULD HAVE

■ AVERAGE ● AVERAGE-SETTLEMENT



- We're using the latest technology to ensure your claimant knows exactly what to do each step of the way.
- We are IICRC certified.
- We measure our success through customer satisfaction.
- Our service level agreements are monitored in real-time to determine any adjustments or corrections necessary to ensure we provide the best solutions for our customers.

# WIN THE RESTORATION BATTLE.



ServiceMaster Restore has high standards, enhanced training, the latest technology, and greater transparency and accountability. We utilize these skills to deliver the fairness of the repair cost settlement, timeliness of the settlement, along with a thorough explanation.

**We Care. We Serve. We Deliver. We Do.**

ServiceMaster Restore is the bridge between policyholders and insurance providers. We share the same customer during the restoration process, so we also have a significant stake in their satisfaction. Their satisfaction helps ensure customer retention, and that often leads to customer referrals. ServiceMaster Restore should be your preferred provider for several important reasons.

- High customer satisfaction is proven to result in greater customer retention.
- Policyholders report higher satisfaction when the insurer recommends a restoration company to them.
- The level of satisfaction increases even more when ServiceMaster Restore is the company that is recommended, as ServiceMaster Restore has the highest customer satisfaction rating among all major restoration companies.

Take the first step toward improving your customer satisfaction today, by becoming a part of the industry's only carrier satisfaction-focused restoration program.

**VISIT [SERVICEMASTERRESTORE.COM](https://www.servicemasterrestore.com) TO LEARN MORE.**

# AGENCY PROMISE



At ServiceMaster Restore, we understand that your policyholders are your greatest asset. Property losses can threaten these relationships and lower your policyholder retention. ServiceMaster Restore is your policyholder retention specialist, ensuring a higher level of customer care for both you and your clients.

This document is the promise that ServiceMaster Recovery Services (franchise 3825) will provide white glove service to you and your policyholders when they experience property damage.

## When directly referred, ServiceMaster Restore (franchise 3825) will:

- ▶ Review the **Recovery Guide** with your policyholder
- ▶ Conduct a quality assurance call with your policyholder within 24 hours to answer questions and **ensure satisfaction**
- ▶ **Update your agency** within 24 hours to share your policyholder's feedback
- ▶ **Communicate important information** throughout the process as needed via your preferred method
- ▶ **Provide a file review** within 7 days of receiving the Customer Satisfaction Survey

This agreement is non-binding but signifies our promise to respond to you and your policyholders when you need our assistance.

This AGREEMENT, made this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_ by and between  
SERVICEMASTER RESTORE

\_\_\_\_\_ (Franchise Name)

and \_\_\_\_\_ (Agency)

\_\_\_\_\_ (Agency Primary)

\_\_\_\_\_  
(Signature)



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Services provided by independently owned and operated franchises or corporate-owned branches. Prices and services may vary by location.

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