

MITIGATION TIMELINE



PHONE CALL COMES IN.

Collect all phone numbers and addresses. (Note: The loss address may be different than the insured's address.)

Collect details of damage including where water came from, date of loss, and areas affected.

Fill out ***Claim Information Form***. Get claim number, deductible amount, adjuster and agent name (if known) and adjuster and insurance company contact information. Explain deductible and ask what form of payment they will be using.

CONTACT EMERGENCY SERVICE CREW TO DETERMINE ARRIVAL TIME TO LOSS SITE AND GIVE THEM CONTACT AND LOSS INFORMATION.

Inform client of Estimated Time of Arrival.

Create file and label. (Print preliminary report, maps, work authorization, and **Scope Report** and **Moisture Readings Form**.)

ARRIVE ON THE SCENE.

Get work authorization signed.

Inspect site with property owner.

Collect deductible.

Take initial moisture readings.

Take pictures.

Extract, Containment, demo, set up equipment, clean up.

Take pictures of drying equipment.

Draw diagram and fill out **Scope Report** completely.

Take moisture readings. Document on **Moisture Readings Form**.

Set time and date to return for monitoring.

Secure all equipment in truck before leaving site.

Turn in Claim File including completed **Scope Report**, diagram, pictures, and signed **Work Authorization Form** to office.

MONITORING.

Take original **Moisture Reading Form** to site.

Take air and surface readings and record on **Moisture Reading Form**.

Adjust equipment to focus on areas not dry.

Arrange time and date for next monitoring.

COMPLETION OF DRY OUT.

Take original **Moisture Reading Form** to site.

Take air and surface readings and record to verify that all areas are dry.

Get customer to sign Moisture Reading Form agreeing that the job is complete.

Pick up drying equipment.

Rearrange furniture as appropriate to allow customer best use of home.

PREPARING MITIGATION ESTIMATES.

Transfer information from **Scope Report** and Diagram into Xactimate.

Review estimate with Crew Members that did the work.

Attach **Moisture Readings Form** and Diagram to estimate.

Send to adjuster.