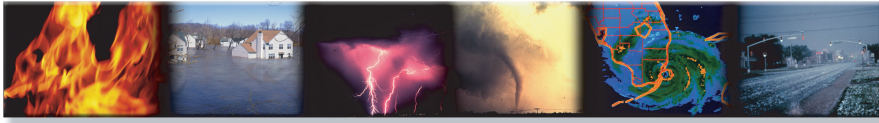


When

# DISASTER STRIKES



*SERVPRO® has the resources to help speed the recovery.*

- ✓ Over 1,400 Franchises Nationwide
- ✓ Nationwide Large Loss Response Team
- ✓ 24-Hour Emergency Response
- ✓ Restoration System for Insurance Companies and Their Insureds Nationwide
- ✓ Serving America since 1967
- ✓ Fire, Water and Mold Mitigation and Remediation
- ✓ Contents Inventories to Speed Claims Process
- ✓ Secure, Electronic Job Files with 24-Hour Accessibility
- ✓ Trained, Uniformed Professionals
- ✓ National Call Center at 1-800-SERVPRO

When disaster strikes, your Insureds look to you for assistance in getting their homes, businesses and lives back to normal. In the event of a catastrophic fire, flood or other natural disaster, many Insureds may be affected. Whether it is one Insured or hundreds, you can depend on your local SERVPRO® Franchise Professional for fast, thorough service. Providing 24-hour emergency response, your local SERVPRO® Franchise Professional can be on-site in as little as four hours. In the event of wide-spread damage, SERVPRO® has a nationwide Large Loss Team capable of responding with technicians, equipment and supplies within hours of the first notice of loss to help your Insureds recover quickly.



servpro.com

SERVPRO® Commercial National Programs Managed by:



## Service Response Guidelines

- 1 Within one hour from notice of loss, a SERVPRO® Franchise Professional contacts you to arrange for service.
- 4 Within four hours of loss notification, a SERVPRO® Franchise Professional is on-site to start mitigation services.
- 8 Within eight business hours of on-site arrival, a verbal briefing of the scope is communicated to the appropriate person.

\*Exceptions may apply under certain conditions, such as a local catastrophic event or storm situation.

### SERVPRO® SYSTEM SERVICES

#### Restoration:

- Fire, Smoke and Soot
- Water Removal and Dehumidification
- Mold Mitigation and Remediation
- Catastrophic Storm Response
- Move Outs and Contents Restoration
- Electronics and Equipment
- Document Drying
- Contents Claim Inventory Service

#### Cleaning:

- Air Ducts and HVAC
- Biohazard, Crime Scene and Vandalism
- Carpet, Upholstery, Drapes and Blinds
- Ceilings, Walls and Hard Floors
- Odor Identification
- Deodorization

\*Services vary by location



*Independently Owned and Operated*