



TSR VIRTUAL COFFEE BREAK

WELCOME!



- **Questions?** Type them in the chat or Q&A window at anytime. We'll have time at the end. For everything else, contact Sales@TriStateRestores.com.
- **We are recording!** Links to view the video & PDF presentation will be shared with you tomorrow morning. *Visit TriStateRestores.com/VCB for a complete archive.*
- **Starbucks Gift Cards:** NEW! First 100 Attendees today will receive a \$5 Gift Card!
- **After the VCB:** Please complete the post-event survey to share topics you'd like us to cover in our next VCB. *See you Feb 23!*
- **Liked this Presentation?** Post a review on Facebook, Google or Angi for a \$25 Gift Card
- **Stay till the end** – ONE lucky attendee will **win a \$50 digital gift card** of their choice!



WHO WE ARE



FAMILY OWNED - LOCALLY OPERATED - ESTABLISHED FIRM

Tri State Restorations LLC® is an independent commercial and residential disaster recovery firm based in the Washington D.C. Metropolitan area (MD/DC/VA). We specialize in the mitigation, remediation, removal, cleanup and restoration efforts of large and small water, fire, mold, biohazard, lead & odor caused damages.

Our company's mission is *Turning Disaster Into Peace of Mind®* because we're committed to easing the burden of handling your property disaster by providing you with the best customer experience and services available.



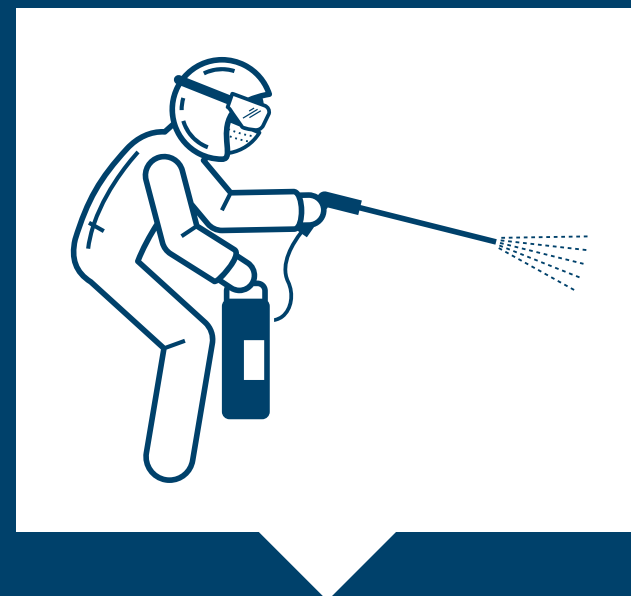


SUITE OF SERVICES

We're Your Local DMV Area Commercial & Residential Disaster Recovery Experts.



Water Mitigation &
Restoration



Mold Remediation
& Lead Abatement



Fire/Smoke
Restoration & Odor
Control



Biohazard &
Trauma
Disinfection



Sewage Mitigation
& Cleanup



LICENSED + INSURED + RELIABLE

- IICRC Certified Firm
- EPA Lead Safe Certified Firm
- IAQA SMART Mold Firm
- 5-Star Rated
- All TSR Employees are Infectious Disease Control Certified
- 2 EPA Licensed Asbestos Inspectors on staff



AVAILABLE 24-7



DISCLAIMER: TRI STATE RESTORATIONS IS NOT AFFILIATED OR PARTNERED WITH ANY INSURANCE CARRIER OR AGENCY. WE DO NOT DIRECTLY RECEIVE BUSINESS FROM THESE ORGANIZATIONS. ALL OPINIONS WITHIN THIS PRESENTATION ARE BASED ON OUR EXPERIENCES WITH OUR CUSTOMERS AND IN NO WAY REPRESENT THE INSURANCE OR RESTORATION INDUSTRY AS A WHOLE. THE CONTENT IN THIS PRESENTATION WAS STRICTLY PRODUCED FOR ENTERTAINMENT AND AWARENESS PURPOSES.



What is Property Insurance?



PROVIDES YOU WITH PROTECTION AGAINST RISK & DAMAGES

Property insurance provides protection against most risks to property, such as fire, theft and some weather damage.

This includes specialized forms of insurance such as fire insurance, flood insurance, earthquake insurance, home insurance, or boiler insurance.



What is a Carrier?





CARRIER VS. AGENT

A **carrier** is an insurance company that will directly write and pay out an insurance claim for only their products.

An **agency or insurance broker** is a company made of a group of agents, or people who represent a carrier.

Anyone can provide a basic quote for your policy if you give them enough information. However, agents can dive deeper into your needs, your history, and your present situation to give you quotes on the insurance that fits your unique needs. That way, you pay for only the coverages you need and not a generalized plan generated by a computer.

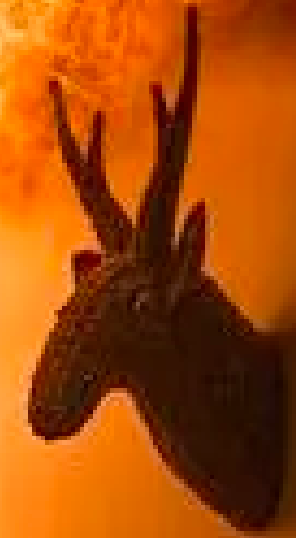
INSURANCE CARRIERS WILL DO EVERYTHING IN THEIR POWER TO UNDERVALUE OR DENY PROPERTY DAMAGE CLAIMS.

REMEMBER: JUST BECAUSE YOU BOUGHT A POLICY, DOES NOT MEAN IT WILL COVER ALL OF YOUR COSTS



What is a Property Insurance Claim?

HOME
SAFE
HOME
USCPSC





DIRECT PHYSICAL LOSS OR DAMAGE TO REAL PROPERTY

If your home or property is damaged by a **covered peril (loss)**, you can file an insurance claim to request that your homeowners insurance company pay to repair your real property or replace your personal property.

Two very important points: *Insurance carriers will only cover you for damages required or covered within your policy.*





What is a Covered Loss?



COVERAGE FOR LOSS

Coverage for certain types of losses differ dramatically between insurance carriers which can be quite confusing for policyholders.

The best advice we can give: Read your policy thoroughly - every year. Policies are often rewritten and legalese can be tricky. Your agent can help!

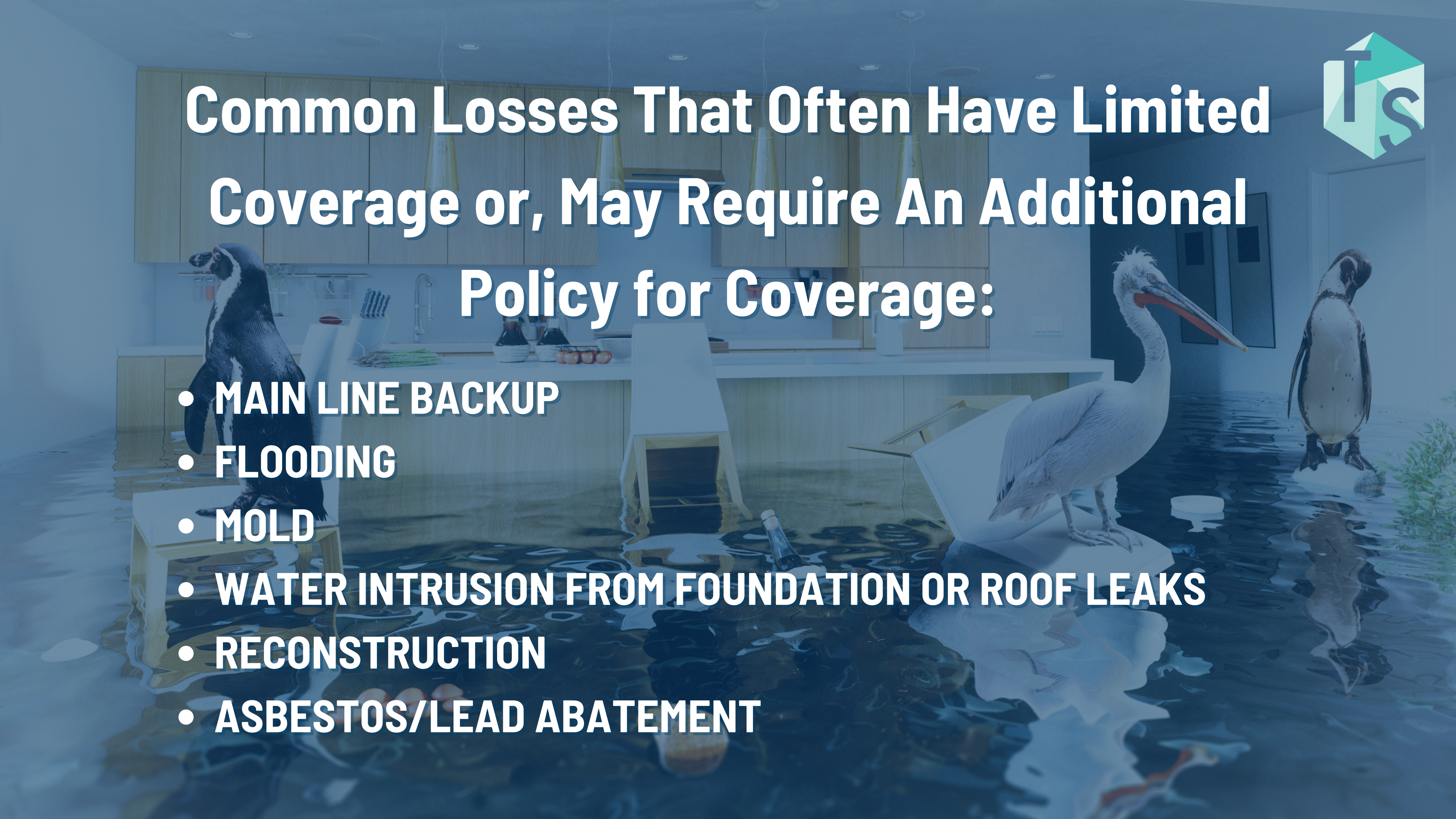
Typical losses include:

- Broken Pipes "Sudden Burst"
- Damage as a result of faulty appliance (Hot Water Heater, Dishwasher, Refrigerator Water Line, etc.)
- Fire & Smoke (electrical fires are #1)
- Damages Resulting From Natural Disaster (hurricane, flood, lightning, etc.)



Common Losses That Often Have Limited Coverage or, May Require An Additional Policy for Coverage:

- MAIN LINE BACKUP
- FLOODING
- MOLD
- WATER INTRUSION FROM FOUNDATION OR ROOF LEAKS
- RECONSTRUCTION
- ASBESTOS/LEAD ABATEMENT







Have You Ever Used Your Property Insurance to File a Claim?

Type Your Response in the Chat »



How About In the Past Year?

Type Your Response in the Chat »



**We've Seen A Lot of
Changes This Past Year
With the Claims Process
As a Whole**



DENY DENY DENY

It's a widely known fact that Insurance carriers will do everything in their power to undervalue and/or deny your property damage claims.

From hiring third party adjusters, to coverage denials based solely on terminology used while filing a claim, insurance companies are leaving property owners who are already facing a crisis left with mountains of debt or unsafe living conditions.





NOT NEW, BUT IT'S GETTING WORSE

While this isn't a new trend, it is getting worse. In the last year, we've had several clients report on their personal issues with coverage denials and inadequate expense reimbursement.

Select carriers are now drastically undervaluing not just our mitigation and remediation services, but also the other necessary plumbing, roofing, electrical and reconstruction services used for both small and large property losses.





HALF OF A HOME

Here's a real scenario from one of our past customers:

The home owner had a devastating house fire, but only half of their property sustained major damage. In this situation, the insurance carrier suggested reconstruction vs. an entire rebuild. This included mitigation, odor control cleaning and reconstruction.

They got their original home insurance policy in 1995 when they purchased the home for \$250,000.

To rebuild their home with today's cost of materials (inflation, supply chain delays and Covid-19 have all affected this!) they totaled at just over \$500,000. But, their policy stated that the value of their property was only \$250,000, and now they're unable to rebuild because they cannot pay the difference.



BUILDING AWARENESS

In a recently released 3-part article, *Beware Of Insurance Carriers That Undervalue Your Property Damage Repair*, Tri State works to break down the modern day claims process from a property owners perspective and sheds light on several recent and not-so-great industry changes that you should be aware of.

Visit <https://bit.ly/claimdisasters> to read the full article »

We'll also share a link in tomorrow morning's follow up attendee email



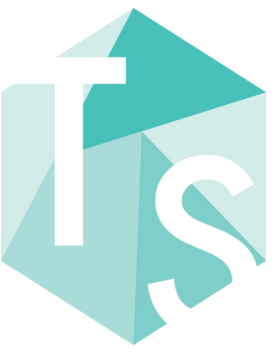
**Now, Lets Break This
Down Into Bite Sized
Pieces...**



But first, before we start... It's important to think of your property insurance policy like any other insurance coverage policy. The emergency services you obtain and submit for reimbursement or compensation are things that need to be done.

If you break your arm and go to the emergency room, you're going to pay a pre-determined and agreed upon deductible and in return will receive skilled and experienced help to remedy your ailment.

The same thing applies to property damage. When disaster hits, you contact Tri State to ensure that your home is returned back to its normal pre-loss state. Most rightfully assume that their homeowner's insurance policy will cover the damages, but it doesn't always work out that way, unfortunately.



MOST AGENTS ARE NOT DIRECTLY INVOLVED IN THE CLAIMS PROCESS

We've received a lot of feedback from insurance professionals stating that **they are often the last to find out** about one of their clients submitting a claim.

Newly released DIY claim center mobile apps & outsourced call centers have taken the main stage.

We've also been told that Agents are directed to tell their policyholders to call the carrier directly via their 1-800 Claims Center #



THE CLAIMS ADJUSTER RARELY CARES ABOUT HAVING A GOOD "BEDSIDE MANNER"

We've received a lot of customer feedback with regards to the lack of customer service experienced from claims adjusters.

Many aren't even performing post-loss site visits or inspections anymore, which means they're providing you with compensation for a loss they have not even seen.





OFFSITE CLAIM REVIEW

The main goal of a claims adjuster is to reduce the liability of the insurance carrier that they work for. In fact, adjusters now rarely even visit or inspect your property after a loss. Whether this is due to Covid-19 or otherwise, we're seeing a trend where carriers are relying more heavily on businesses like TSR to provide *them* with our company's extensive jobsite records, including:

- Hundreds of pre-and post-loss photos (or, Matterport)
- Logs that demonstrate successful mitigation and drying processes
- Reports that prove everything that was done, was done according to the Institute of Inspection Cleaning and Restoration Certification (IICRC)'s standards.



HAVING EXCELLENT DOCUMENTATION DOESN'T ALWAYS HELP

Even though we provide extensive documentation, it's often used against us and our clients.

No matter how good your documentation is, or how well you respond to a disaster, be aware that cutting the bottom line is part of their job, and they're very very good at it!



TRANSITIONING FROM CLAIMS ADJUSTERS TO 3RD PARTY ADMINISTRATORS

We've noticed that a lot of insurance carriers have opted to hiring 3rd party claims administrators in lieu of maintaining local adjusters on staff. Whether this is due to Covid-19 or otherwise, these hard-to-reach 3rd party administrators have very little industry knowledge and experience and typically only have two goals in mind:

- Lower the value of work that was "performed"
- Look for loopholes in your claim/policy that will allow them to deny all or part of your loss coverage.



THE PROBLEM: IN MANY CASES
PROPERTY DAMAGE CLAIMS ARE
BEING SO HEAVILY SCRUTINIZED
THAT THE POLICYHOLDER (OUR
CLIENT) IS ONLY OFFERED **PENNY'S**
ON THE DOLLAR FOR THE
EMERGENCY SERVICES THEY WERE
REQUIRED TO COMMISSION.



LET'S TALK A LITTLE MORE ABOUT THAT...

Lower the value of work that was “performed.”

This is not necessarily based on the submitted invoices, services or extensive reporting provided by companies like Tri State, but instead are based solely on what they believe should have been done and often, that only includes the **bare minimum requirements of IICRC industry standards for property damage and mitigation.**

Look for loopholes in your claim and/or policy that will allow them to deny all or part of the coverages associated with your property damage.

ESTIMATE VS. EMERGENCY SERVICE CALL



IS IT BETTER TO GET AN ESTIMATE?

Seems like there's a lot of unknowns here with what's covered and that could be costly!

So, instead of immediately seeking help from a licensed contractor like TSR you decide to avoid paying out of pocket up front and request an estimate because you're concerned about costs and liability. Now you have a scope of work detailing what it would take to properly mitigate your property damages, but there's no guarantee if all, or any of it will be covered.

This scenario works well for property owners expecting to pay for services out-of-pocket, but not so well for those filing a claim.





#1 REASON FOR DENIAL: YOU DIDN'T FILE YOUR CLAIM PROMPTLY.

So, what happens when your insurance carrier denies coverage due to negligence because you didn't immediately act to prevent secondary damages?

Or, perhaps they deny you coverage because while filing your claim, you said that damage was caused by a "slow leak" in a pipe and your policy only covers damage from "sudden bursts".

Bottom line, you need to act quickly when dealing with property damages but you also need to be aware that not *everything* is covered by insurance.





MY CLAIM IS DENIED... I'LL JUST LET IT "AIR DRY"

Either you, as the homeowner, will then need to find a way to pay for expensive emergency services out of pocket or decide to improperly take care of the damages on your own to save money (i.e. use a shop vac). **The worst decision we hear is that a customer has decided to just "let it air dry"** because they cannot afford mitigation services.

This flags you to your insurance carrier as negligent and worse, **exposes your property's occupants aka your loved ones, to avoidable health hazards** including but not limited to: allergic reactions from microbial & mold growth, illness from chemical exposure like volatile organic compounds, illness from damaged building materials containing lead and asbestos, and viral or bacterial infection and illness.





PREVENTING SECONDARY DAMAGES

It's always important to *at a minimum* quickly mitigate your damages. Because delays can also cause unnecessary secondary damages to your property.

As a company that truly cares about Turning Disasters into Peace of Mind[®], we want to ensure our customer's aren't stuck paying for mitigation out of pocket, and we also want to help them prevent unnecessary secondary damages.

Here's what we've done to support our clientele to alleviate some of the issues we've seen with a particular state carrier ...



EXTRACTION ONLY OPTION

Because disasters can't wait, Tri State now offers an initial stage mitigation option to avoid delay and protect your wallet:

Our technicians will immediately come out to extract water/sewage and remove your saturated carpet/pad (if applicable) to stop the water migration and prevent additional damages.

During this initial visit, we'll also put together a scope of work and an estimate for your insurance carrier to pre-approve the remaining (and necessary) mitigation services. This will include our costs to set up specialized drying and air purification equipment, perform daily moisture readings and monitor equipment, remove affected and unsalvageable materials (flooring, drywall, etc.), inventory and restore salvageable content (if applicable) and perform lead and asbestos testing.





How Can You Advocate for Yourself as a Property Owner to Ensure Your Loss is Covered?



READ AND UNDERSTAND YOUR PROPERTY INSURANCE POLICY.

That answer may sound simple, but it's much more complicated than that... After polling over 300 D.C. metro area insurance agents and adjusters on how to best serve their clients, Tri State Restorations received one consistent piece of advice: **make sure homeowners are reading *and comprehending* their policy (annually!) AND know their coverage limits.**

Scheduling an annual appointment with your insurance agent to review your policy at the time of renewal not only helps you to understand what's covered and what isn't, it allows you to see what's changed and ask questions about what to look out for when disaster strikes.





KNOW YOUR RIGHTS!

You are allowed to choose who you want to hire and have in your home.

It is your insurance company's responsibility to pay a "reasonable and fair" claim settlement to you for these services.

The more involved you are in the claims process, the more successful you will be when disaster strikes. Don't get left footing the bill due to your carrier's negligence!



ADDITIONAL SUPPORT & RESOURCES

If you are experiencing difficulties with recent property damage and feel this presentation has brought to light serious concerns within your own claim here are a couple of resources for you:

- Call us! 866-818-1949
- <https://insurance.maryland.gov/consumer/pages/fileacomplaint.aspx>
- [https://scc.virginia.gov/pages/File-an-Insurance-Complaint-\(1\)](https://scc.virginia.gov/pages/File-an-Insurance-Complaint-(1))
- <https://disb.dc.gov/service/file-complaint-or-report-fraud>
- <https://www.ftc.gov/about-ftc/bureaus-offices/bureau-consumer-protection>

Or, check out these helpful paperback resources (available on Amazon):

- Delay-Deny-Defend by Jay M. Feinman
- Pay Up! by Chip Merlin
- The Claims Game by David Skipton





The Bottom Line:

Homeowners that are already dealing with the stress and hardship of a property disaster are being unfairly compensated by their insurance carrier for the costs associated with repairing and mitigating their property's damages at sometimes pennies on the dollar.



IN CLOSING...

If you suspect you have a property hazard, or require our assistance with water, fire, smoke, lead or biohazard damages, give us a call! We're available 24/7 to help with your disaster:

866-818-1949





QUESTIONS?

Enter them into the Q&A or chat box now!



**GRAND PRIZE
DRAWING TIME!**



HELP US PLAN FUTURE COFFEE BREAKS!

What would you like for us to feature in 2022? Let us know by completing the post-event survey! *As always, today's recording and past VCBs can be found at TriStateRestores.com/vcb*



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Let us know by reviewing Tri State Restorations on Google, Facebook or Angi and we'll send you a \$25 Amazon gift card!

SEE YOU FEB 23!



24-HOUR EMERGENCY LINE

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