

## Water Mitigation

Immediate emergency water extraction service with 24/7  
rapid response to minimize property damage

Dealing with the urgency of a flood or water damage claim is a serious matter where timing is everything. When performed properly, a rapid emergency response of water mitigation and the complete restorative drying of property can provide a critical service for your policyholder and potentially prevent additional damage and mold.

When your policyholder is facing a crisis of standing water in their home, our streamlined network of credentialed contractors will safely return their property back to normal as quickly as possible. While the occurrence of a water claim may be unpredictable, having the Contractor Connection water mitigation service as part of your claim handling process will provide your policyholder with peace of mind.

**24/7**

availability

**15** minute

rapid response once  
assignment received

**2** hours

hours or less before  
arriving on-site



J.D. Power 2018 Certified Contact Center Program<sup>SM</sup> recognition is based on successful completion of an audit and exceeding a cust Contractor Connection's Contact Center has been recognized by J.D. Power by providing "An Outstanding Customer Service Experience" for the Live Phone Channel.

## Peak performance for policyholders

- Rapid emergency response available 24 hours a day, 365 days a year
- Assignments accepted within 15 minutes of notification
- Trusted, credentialed, professionally trained service providers
- All contractors licensed, insured and financially stable
- Fair and reasonable pricing subject to detailed estimate review analysis
- Contractor performance monitored to ensure prompt service
- Proven record of reliability and high customer satisfaction

## Raising the value for insurers:

- Largest national network of independently managed specialists
- Professionally qualified specialists who follow IICRC guidelines
- Common estimating platform with established pricing database
- Rapid response management process to reduce claim cycle
- Electronic estimate, diagrams, photographs and moisture readings
- Estimate review and re-inspection program drives quality service
- Market-leading technology drives contractor performance
- Detailed program reporting of performance metrics by contractor
- Comprehensive solution provides increased adjuster efficiency
- Proven high customer satisfaction to support policyholder retention

# About Crawford & Company®

For over 75 years, Crawford has solved the world's claims handling challenges and helped businesses keep their focus where it belongs – on people.



Loss  
Adjusting



Third Party  
Administration



Managed  
Repair



Medical  
Management



On-Demand  
Services



Catastrophe  
Response

**9,000** employees | **50,000** field resources | **70** countries | **\$14B** annual claims payments

J.D. Power 2018 Certified Contact Center Program<sup>SM</sup> recognition is based on successful completion of an audit and exceeding a customer satisfaction benchmark through a survey of recent servicing interactions. For more information, visit [www.jdpower.com/cc](http://www.jdpower.com/cc).

**CONTRACTOR  
CONNECTION**  
A CRAWFORD COMPANY

Learn more at  
[www.crawco.com/services/managed-repair](http://www.crawco.com/services/managed-repair) or 800.690.0174 [f](#) [t](#) [in](#)