



*Restoring  
Peace of Mind.<sup>SM</sup>*

Helping you take care of your customer  
after Fire and Smoke Damage

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## Communication with Policy Holders

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Emergency water damage itself is upsetting enough for your customer, but a confusing or substandard restoration process can cause them to switch insurance carriers. At ServiceMaster Clean, we know that keeping your customers happy means more policy renewals and a smoother claims process. That's why we walk policyholders through our Emergency Water Recovery Guide, which clearly communicated what we'll do to return their lives back to normal.

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## Communication with Agents

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We also contact you to relay the scope of the damage and the policyholder's state of mind so you are better informed and better equipped to help with your policyholder. We also work closely with the claim representative.

From our technical expertise to our clear communications with you and your policyholder, ServiceMaster Clean is dedicated to restoring peace of mind, the same way we are dedicated to restoring homes.

# Emergency Water Recovery Guide

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When people experience water damage for the first time, they don't understand the magnitude of what water damage can do or what happens during the restoration process. ServiceMaster Clean Restoration Technicians walk policyholders through the Emergency Water Recovery Guide to help them understand what will take place during this difficult time:

- 1. What is Emergency Water Service?**
- 2. Checklist of Services**
  - Identify the source and scope of the damage
  - Carpeting
  - Flooring
  - Walls, Ceilings and Cabinets
- 3. Understanding Water Damage**
- 4. Understanding the Drying Process**
  - Phase 1: Emergency Service
  - Phase 2: Reinstallation/Cleaning
  - Phase 3: Structural Repairs
- 5. Frequently Asked Questions**

We are as committed to restoring peace of mind as we are to restoring the damage done by the water.

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## List Services

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### Water, Fire, and Smoke Damage Restoration

Antiques and Fine Art Restoration

Biohazard Cleaning

Carpet, Rug and Upholstery Cleaning

Complete Building and Contents Cleaning

Data and Document Recovery

Electronic Equipment Restoration

Furniture Refinishing

HVAC Duct Cleaning

Restoration Dry Cleaning

Soot Removal

Some services may be subcontracted.

Put your mind at ease-recommend ServiceMaster Clean for emergency fire and water cleanup and put your policyholders' lives back to normal.