

“Introducing a **FREE** Service to **Help YOU**, and Your Clients, Save Time & Money with Water Damage Questions and Claims”

ServiceMASTER
Clean

The - Disaster Pro / Insurance Agent Water Damage Client Assistant Services Package

When your clients call with a water damage problem they're anxious, scared, confused and full of questions ... that you can't answer!

- ✓ Do I need to file a claim?
- ✓ How much will it cost?
- ✓ How do I get an estimate?
- ✓ Will I get Mold?
- ✓ What about the carpet?
- ✓ What do I do next?
- ✓ When can it get fixed?
- ✓ How long will it take?
- ✓ Who puts back the house?
- ✓ Do I have to wait to see an adjuster?
- ✓ When can you get started?
- ✓ When will it be done?



“We'll immediately go on site, evaluate the situation, answer all their questions, prepare a **FREE Estimate** and report to you as a **FREE Service.**”

Disaster Pros, a long established **Service Master Franchise**, will be your eyes and ears on site, expertly answering all your clients questions, mitigating your companies costs, establishing an immediate estimate, and saving you significant personal time and effort.

Step 1 - We arrive on site within 1-2 hours of your call. Available 24/7

Step 2 - We present your client a complete Assistant Packet outlining everything they will need to know. (see example) And explaining that they are under **NO obligation** for our mitigation or estimating services.

Step 3 - We do a complete room-by-room assessment of the situation to determine the scope of the damage.

Step 4 - We communicate with our estimating department to get an immediate written estimate prepared.

Step 5 - We call you, with your client to answer all their questions and to determine if a claim should be filed.

Step 6 - We immediately send our estimate to you and your client's E-mail addresses. (Continued on next page)

“Dinner And A Movie Take The Sting Out Of A Client's Bad Day”

When your house floods it's nice to know your insurance agent is thinking about you!

For giving us the opportunity to help your clients we'll buy them dinner and a movie and *give you the credit* for it.

WHY Did We Start This **FREE** Service?

The absolute truth is we're applying for a job. We want to earn your referrals! And the best way we know how to do that is to prove to you (risk free) over-and-over again - how well we do our job and take care of your clients.

**Please call us for a complete 15 minute presentation of the Disaster Pro / Service Master
“Water Damage Client Assistant Services Package”@ 602-431-2222**

**Your clients will really appreciate it, and remember you for having it.
And you’ll save amazing amounts of time and effort on water damage claims.**

ServiceMaster by Disaster Professionals of Phoenix is a recognized leader in disaster restoration providing emergency response to Maricopa Counties.

This **ServiceMaster Operation** stands in a select group of franchises having earned and maintained the status of Quality Restoration Vendor (QRV), a designation established by ServiceMaster Corporate as giving superior and consistent disaster mitigation services based upon rigid requirements in competency, integrity, training, equipment, insurance, professionalism and environmental stewardship.

*DisasterPRO.net
Clean*

QRV Member



QRV Certification / Qualifications

At ServiceMaster we have specific guidelines and standards for handling restoration projects. This program of standards - our Quality Restoration Vendor Program - ensures that you can expect the same level of quality from every ServiceMaster Location.

This is a comprehensive program designed to provide and ensure the highest business, ethical, and quality standards in the restoration industry. The program is a network of Certified Disaster Restoration Service Centers that are committed to high standards of excellence and professionalism in serving the insurance industry, property owners, and the general public.

ServiceMaster by Disaster Professionals of Phoenix has qualified, completed all training and is certified to be part of the Quality Restoration Vendor Program.

This program is monitored by ServiceMaster Clean's corporate office.

“OUR GUARANTEE TO YOUR INSURANCE CLIENTS”

As a Quality Restoration Vendor:

1. We will answer your emergency call 24 hours a day, 365 days a year and contact the customer within 45 minutes from receiving the initial call to schedule an appointment.
2. We will begin emergency mitigation services, when required, within 2-4 hours from the initial call.
3. We will provide a report within 24 hours after receiving the initial call. We will keep you informed, as needed, on the progress of each claim.
4. We will provide an estimate along with complete documentation and photos within 5 days of receiving the claim.
5. We will demonstrate our professionalism by delivering our services on time, with ServiceMaster identified vehicles, uniformed, well trained employees, ServiceMaster products and equipment.
6. We will employ the utmost integrity in pricing and service. We will provide you with quality work and service while striving to control the cost of each job.
7. We will do the work right the first time or do it over, no questions asked.

DisasterPros A “QRV Certified” Service Master Franchise - (602) 431-2222