

A MESSAGE FROM KEN ROBINSON

*Vice President of Marketing
and Field Operations*

When I got into this business 20 years ago, I had no idea just how much of my job involved moving people's belongings. Let's face it - if we need to repair a wall in the dining room everything in that room has to be moved out of that room and then back again when the wall is restored.



Now if you imagine this process after a large fire has occurred, you know how arduous this can be. All the contents, some

heavily damaged and some lightly damaged, have to be removed. Not only does it have to happen immediately, but all contents need to be identified, cleaned, repacked and stored.

The distraught insured, in shock from the loss, has to try to remember what contents were in their home and assign values to them. Then the overworked adjuster has to try to verify the pricing. We would arm the adjuster with long lists of items and stacks of 35 mm photos and hope for the best.

Most jobs went well but now and then we heard the dreaded words "that cup given to me by my grandmother on the day she died is missing". And the contractor knew it was going to cost plenty to replace it, not to mention the grief the adjuster was going to go through.

Today we are happy to share with you a new technology Paul Davis Systems is using. Our new Pack-Out Inventory program allows us to integrate the detailed lists with the photos that in the past had been impossible. We are now able to keep perfect track of every item as it moves through the PDS content restoration and storage process. With this revolutionary system your contents problems are truly a thing of the past.

PACK-OUTS NO PROBLEM!

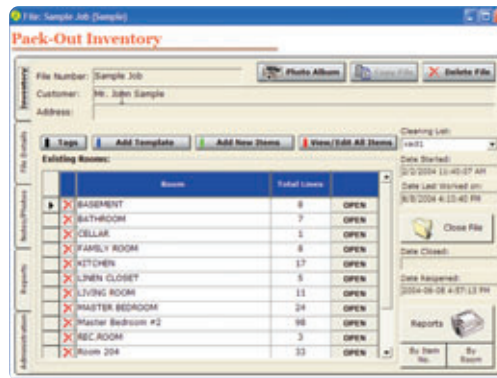
Packing out the contents of an entire home after a fire or flood is no small task. Not only do we have to overcome the smoked condition of the contents, we may also be working in sub-zero temperatures or with temporary power.

Whatever the situation, it is our job to move, clean, store and return the insured's contents in an efficient and professional manner.

At Paul Davis Systems we have now integrated Assured Software's Pack-Out Inventory Program with our PDS pack-out and cleaning procedures.

Immediately after the contents leave the insured's property we are able to provide a detailed content listing with integrated photos. This list breaks out damaged and salvaged items. It lists and photographs existing and pre-existing conditions and it can be provided in many electronic formats.

The presentation report, provided to both the insured and the adjuster within days of the loss, makes discussions and negotiation fast and easy as line items match with photos. This enhanced communication between the parties ensures files are closed quicker with less confusion and greater customer satisfaction.



For the contents being cleaned, the process is streamlined keeping a full chain of custody as the contents travel from the home to the cleaning facility, are cleaned, stored and returned. All the while tracking every item through the use of affixed bar codes and hand held scanner. A quick scan will give us the inventory of any box.

If for some reason the insured needs an item, [PLEASE SEE PAGE 4](#)



Success Through Service

Working with PDS Canada



Professional Standards

- Every franchisee has IICRC and Mould Remediation Certification
- Emergency Response Program
- 24-hour emergency service
- 2-hour response time

Consistent Job Costing

PDS Canada provides accurate and professional estimates within 48 hours of a claim utilizing Xactimate software.

Efficient Project Management

Projects are monitored and managed utilizing our Job Processing Program software to deliver high quality work on time and on budget.

Risk-Free Service

All PDS Canada work is guaranteed through our CSI Warranty Program.

Services

- Full General Contracting
- Full Cleaning Services, Building and Contents
- Emergency After Hour Services
- Secure Contents Storage
- Mould Remediation

Zero Clearance Does Not

The setting for this case is an all too often told story. A Toronto couple with a small cottage in the Collingwood area decides to sell off their Toronto digs and build a big beautiful home in the trendy cottage ski country of Collingwood, at Blue Mountain.

The home is being built just down the road from their cottage so for convenience they decide to live at their cottage while their new home is being built.

They hire an interior decorator who, for a small price, is going to help them create their dream home. In this case the interior decorator decides to also act as the general contractor for the trades.

The house is now built and the first interior lifestyle choice is to install a gas fireplace. One tradesman brings in the fireplace while another does the installation and yet another tradesman finishes the false wall around the fireplace.

All the new appliances and some furniture had been delivered to the home and although the fire was contained, \$100,000 in damages was the end result.

Once the installation is completed the fireplace, which is controlled by a thermostat, is turned on. Unfortunately soon after being turned on a fire broke out because the wood in the false wall had been installed too close to the heating mechanism. Zero clearance does not really mean zero clearance.

Fortunately no one was in the house at the time and the Fire Department was called. All the new appliances and some furniture had been delivered to the home and although the fire was contained, \$100,000 in damages was the end result.

Independent Adjuster Harold Leiher was called by the Insurer and in turn Harold hired Stephane de Caen to work with him on the

STEPHANE deCAEN, PDS of SIMCOE COUNTY



Pleased with the new software Stephane, owner of PDS of Simcoe County, commented that without this software it would have taken much longer for us to go through everything and to develop a report of this quality for the adjuster.

Really Mean Zero Clearance



897714356547
(Washing Machine)



BOX 022 "LX4827CT022"

Room: _____

Inspected By: _____

claim. Armed with Paul Davis Systems' new Pack-Out Inventory Software Stephane decided to give it a test drive. It took Stephane 3 days to completely inventory all items, categorizing the state of each item, any possible pre-fire marks/damage and the estimated replacement costs. After 3 days the adjuster was handed a complete report of all items assessed and packed-out, and was able to assess the total loss for the insurer and the insured.

"The PDS Pack-Out Inventory System is second to none. It is an excellent tool that really aided in the resolution of this loss," stated independent adjuster Harold Leiher of Leiher & Associates.

Pleased with the new software Stephane, owner of PDS of Simcoe County, commented that without this software it would have taken much longer for us to go through everything and to develop a report of this quality for the adjuster.

"This system raises my level of professionalism, which in turn calms the insured making it easier for the adjuster to settle the loss. When the insured looked at the presentation report all doubt was removed that this claim might have a happy ending."

Our job is to make it like it never happened. This system helps with that.

Guaranteeing Integrity

CSI stands for Completion Services Inc. It is an independent corporation which has over \$3 million in cash and investments.

Operating like a performance bond on every job, PDS Canada's CSI program provides insurers with a one-year warranty on all work.

Backed by the CSI Guaranty, a standard customer survey is used along with signed work orders and Completion Certificates.

The CSI Warranty Guaranty is issued yearly to insurers on all jobs up to \$50,000.

This program guarantees job completion and payment and it also guarantees integrity with risk free service for the Insurer.

PACK-OUT SERVICES



24-HOUR NATIONAL RESPONSE CENTRE 800-661-5975

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The Leader
PDS Canada

Pack-Outs No Problem!

FROM PAGE 1

at any time during the process, a powerful search engine tells us where the item is in the warehouse and in which box. No more digging to find the boat keys!

You would think this is enough but Assured Software also offers a companion software package for adjusters that enables replacement pricing, customizable like expectancy tables and can calculate ACV. All with no additional data entry, it all comes from this initial inventory prepared on site.

At PDS Canada we are working with you. Our pack-out system allows PDS Restoration Contractors to create a complete electronic contents inventory on-site, saving time and money. Isn't that what efficient, effective claims handling is all about?



DID YOU KNOW?

Usually for a disinfectant to work, it must stay wet on the surface for ten minutes and then be cleaned off. Using the all-natural Benefect Disinfectant is safer and saves time because washing it off is not required.

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