

DTL GLOBAL, LLC CLAIMS PROCESS

KEY

- TX
- SALESMEN
- MN
- ADJUSTER/ ESTIMATOR

Salesman and Insured sign contract.

Salesman:
 - Completes info sheet
 - Contract and info sheet is faxed or delivered to Houston office

Houston Office:
 - Inputs info sheet information
 - Creates info sheet for new client file
 - Signed contract and info sheet faxed to Houston office
 - Generates 'company on notice letter' to insurance adjuster
 - Assign claim to a licensed public adjuster
 - Mails a 'welcome' letter to the insured with request for any outstanding documentation from them ie. policy etc

MN Office:
 MN makes new file folder and reviews to ensure all pertinent info is received and then contract is put into safe and copy for file.

Reports new loss to Houston office by 10th of month

Adjuster/Estimator:
 - Scopes the job
 - Makes contact with insurance adjuster and sets up meeting at place of loss and request an advance payment if necessary.
 - Work with the estimator to get the loss completed

When adjuster request an advance, Houston office signs off any of the checks received in MN - checks received in Houston will be endorsed by 'designated personnel'. Houston office to issue invoice to the insured.

Once loss estimate is completed, adjuster discusses it with owner for their input and approval.

Adjuster presents estimate to insurance adjuster, resolves differences and either he or the insurance adjuster prepares proof of loss which is sent to the insured for signature and notarization.

When checks come in, Salesmen should deliver them to the insured in person if possible, with an invoice from DTL GLOBAL, LLC.

Houston office to produce invoice once check comes in for the insured.

When project is rebuilt adjusters help the owner in providing proper documentation to recover the depreciation holdback. Invoices and contracts have to be provided from the insured stipulating that they have spent the money for the repairs, and if they spent the full amount of the claim they should receive the holdback.

Adjuster to advise MN/TX when last payment has been made to close file.

- Once all monies are received, file is closed and is reported to DTL GLOBAL main office
 - MN to inform main office when file is closed

Once claim is settled salesmen should ask for letter of reference.

- Once MN has closed file and notified he main office, file is updated as 'Closed File'.
 - File is archived