

AMERICAN STRATEGIC INSURANCE / PROGRESSIVE HOME GENERAL GUIDELINES AND REQUIREMENTS

Adjuster contact information will be provided with the assignment whenever possible. If it is not provided at the time of assignment, please contact Sedgwick Repair Solutions (Please allow 4 hours after receipt of the assignment before calling or if after hours, wait until the next business day). For escalations/unable to reach adjuster, please contact ASI Progressive at 866-274-5677.

WATER MITIGATION SERVICE STANDARDS		TIME FRAME
1	Initial Contact with Customer	45 minutes from receipt of job
2	Onsite Inspection/Job Starts	4 hours from receipt of job
3	Initial Loss Description and upload photos	24 hours from inspection
4	Job Complete	4 days after job start
5	Estimate and all documentation returned to Xactanalysis	48 hours from job completion
6	Submit requested revisions or additional support to estimate/documentation	24 hours from request
Any delays or exceptions must be noted in the file. In the event of a CAT, you will be notified if any time frames are relaxed.		

TARPING/BOARD UP/ TREE AND DEBRIS REMOVAL SERVICE STANDARDS		TIME FRAME
1	Initial Contact with Customer	30 minutes from receipt of job
2	Job Start	24 hours from receipt of job
3	Job Complete	24 hours from job start
4	Estimate, photos and all documentation returned to Xactanalysis	48 hours after job completion
5	Submit requested revisions or additional support to estimate/documentation	24 hours from request
Any delays or exceptions must be noted in the file. In the event of a CAT, you will be notified if any time frames are relaxed.		

ROOFING/SIDING/GUTTER SERVICE STANDARDS		TIME FRAME
1	Initial Contact with Customer	3 hours from receipt of job
2	Onsite Inspection	48 hours from receipt of job
3	Estimate and photos returned to Xactanalysis	48 hours from inspection
4	Submit requested revisions or additional support to estimate/documentation	24 hours from request
5	Job Start	15 days after client approval
6	Job Complete	30 days after job start
Any delays or exceptions must be noted in the file		

GENERAL RESTORATION/RECONSTRUCTION SERVICE STANDARDS		TIME FRAME
1	Initial Contact with Customer	3 hours from receipt of job
2	Onsite Inspection	48 hours from receipt of job
3	Estimate and photos returned to Xactanalysis	48 hours from inspection
4	Submit requested revisions or additional support to estimate/documentation	24 hours from request
5	Job Start	15 days after client approval
6	Job Complete	30 days after job start
Any delays or exceptions must be noted in the file		

REQUIRED DOCUMENTS IN ADDITION TO THE ESTIMATE		TIME FRAME
1	24 HOUR REPORT - include brief description of the loss and upload with inspection photos	24 hours from inspection
2	LABELED PHOTOS OF INITIAL INSPECTION/WORK IN PROGRESS - exterior of property, room overviews, affected areas, continuous areas, closeups of damages, debris removed, equipment in place, moisture readings, contents, specialty items, roof layers, pitch gauge for steep, etc. Photos must have detailed labels/descriptions.	24 hours from inspection
3	LABELED PHOTOS OF COMPLETED JOB. Photos must have detailed labels/descriptions.	48 hours from completion
4	WORK AUTHORIZATION - must be signed. Separate WA form needed for each job type.	24 hours from job start
5	THE CHOICE IS YOURS form - must be signed and submitted with WA.	24 hours from job start
6	DRYING REPORT - Water Mitigation assignments. Any software is acceptable (not handwritten).	Submit with estimate
7	SKETCH/DIAGRAM of affected areas (interior and exterior)	Submit with estimate
8	SUPPORTING DOCUMENTATION such as SubContractor bids, invoices, expert reports, etc.	Submit with estimate
9	CERTIFICATE OF SATISFACTION - must be signed and free from Assignment of Benefits language.	48 hours from completion
All required documents with the exception of estimate and photos must be uploaded in PDF format. Any delays or exceptions must be noted in the file.		

**AMERICAN STRATEGIC INSURANCE / PROGRESSIVE HOME
GENERAL GUIDELINES AND REQUIREMENTS**

MANDATORY SERVICE APPROVALS

1	Water Mitigation: Contact adjuster/examiner if drying will exceed 3 days. Must provide estimated cost, reason for extended drying time and estimated time of completion. Document approval in Xactanalysis notes before continuing with services. Approval note in the file must include <u>date, time and adjuster name that provided approval.</u>
2	Reconstruction: Contact adjuster/examiner if estimate will exceed \$10,000. Must provide estimated cost, reason for elevated cost, and any other relevant details. A field adjuster may be dispatched to inspect. Document approval in Xactanalysis notes before starting services. <u>Approval note in the file must include date, time and adjuster name that provided approval.</u>
3	Specialty Equipment (water mitigation): Contact adjuster/examiner immediately if specialty equipment such as thermal imaging, thermal heating systems, desiccant dehumidifiers, injection dry systems, rescue mats, fogging machines, etc. are required on a job and secure permission before retaining such services. Document approval in Xactanalysis notes before continuing with services. Approval note in the file <u>must include reason specialty equipment is needed, date, time and adjuster name that provided approval.</u>
4	Third party services such as IH/Environmental testing/ITEL: Contact adjuster/examiner immediately if additional services are required on a job and secure permission before retaining such services. Document approval in Xactanalysis notes before continuing with services. Approval note <u>in the file must include date, time and adjuster name that provided approval.</u>
5	Tarping methods: No shrink wrapping. Non-invasive tarping methods must be used to avoid causing further damage to existing roofing materials. If other methods are necessary due to the condition or type of roof/loss, you must contact adjuster/examiner immediately secure permission before proceeding with tarping services. Document approval in Xactanalysis notes before continuing with services. Approval note <u>in the file must include date, time and adjuster name that provided approval.</u>
6	Subrogation Protocol: Contractor must identify, document, photograph and contact adjuster if the prospect of subrogation exists. Provider must inform the insured to retain the part or item in question for pickup by a client representative and document file accordingly.
7	Reconstruction/General Restoration estimate. Contact adjuster/examiner to obtain approval before writing a repair estimate if you did not receive a repair assignment. You also must obtain adjuster/examiner approval prior of your estimate prior to sharing it with the insured or <u>beginning any repair work. Approval note in the file must include date, time and adjuster name that provided approval.</u>
8	Time and Material: Must receive approval from adjuster to provide T&M estimate. Approval note in the file must include date, time and <u>adjuster name that provided approval.</u>
9	Contents Losses. Notify adjuster and obtain/document approval if any contents cleaning or contents packout is needed. Approval note in the file must include date, time and <u>adjuster name that provided approval.</u>
10	Demolition. Contractor must not demolish or remove any cabinets, wood/tile/stone flooring, shower/tub enclosures, or any other similar material until receiving approval from the adjuster. An inspection by the adjuster may be required prior to giving any approval. Approval note in the file must include date, time and <u>adjuster name that provided approval.</u>
11	Coverage Concerns/Mold Protocol. If mold/rot is found, asbestos or lead is suspected, or if there are any coverage concerns (i.e. flood, ongoing issue, etc.) contractor must contain the area and contact adjuster for further direction. Do not set any air movers and do not proceed with services until you have received and documented approval from adjuster.
12	Travel Expenses. ASI Progressive will not approve any travel expenses or mileage. If you accept a job in your service area, then you are expected to service it without charging additional travel expenses. If you have questions, please contact Sedgwick Repair Solutions.
All adjuster approvals must be documented in Xactanalysis notes. Approval note in the file must include date, time and adjuster name that provided approval. Failure to obtain required approvals AND document in the file may result in removal of applicable line items from the estimate.	

SPECIAL REQUIREMENTS

1	All direct referrals for this client must be reported to Sedgwick Repair Solutions, regardless of the source of the referral.
2	Contractor must update the Workflow status in Xactanalysis at each stage of the process.
3	Contractor will not discuss the deductible or coverage with the insured and will refer the insured to their adjuster/examiner for information. Note that Independent Adjusters do not have the authority to make approvals or verify coverage. Please contact the staff adjuster or examiner.
4	Deductibles. Do not request a down-payment or collect a deductible upfront for emergency services without adjuster approval.
5	Draws. Discuss any advance draws needed with the adjuster prior to starting work.
6	Service Fees. All referrals are considered a lead. Do not charge any fees (inspection fees, deployment fees, service fees, trip charges, etc.) unless specifically requested to provide a service by the client/adjuster. For client/adjuster service jobs (i.e. consulting, Expert Opinion, ladder assist, moisture check, peer review, comparative bid), please abide by the Client Services Fee Schedule. If the assignment is sent to you to do the work, <u>but you do not get the job (the insured refuses your services or there is no damage), you may NOT charge any fees.</u>
7	Work change orders: all agreed upon change orders with the insured must be uploaded as a PDF document to Xactanalysis.
8	If contractor becomes aware of any issues, allegations, or complaints, you must alert Sedgwick Repair Solutions immediately. We will make reasonable efforts to assist you with resolving the issue.
Facts of the loss may warrant deviations from the program guidelines and deviations should be discussed and approved by the handling adjuster. All adjuster approvals must be documented in Xactanalysis notes. Approval note in the file must include date, time and adjuster name that provided approval.	

AMERICAN STRATEGIC INSURANCE / PROGRESSIVE HOME GENERAL GUIDELINES AND REQUIREMENTS

ESTIMATING GUIDELINES

1	IICRC protocol and guidelines, as well as all state and local laws should be adhered to.
2	Estimates must be written in Xactimate format and returned to Xactanalysis (by completing it in Xactimate) with photos and all supporting documentation. Estimate cover page must include your company name, address, phone number, company tax ID #, claim number, insured and insurance company information, and estimator name. Contractor must ensure estimate is uploaded into the correct XA assignment/shell, and should not combine services into one estimate, or upload PDF of an estimate (unless requested to do so). If another XA assignment is needed to accommodate additional services, please request it from the assigned Concierge.
3	Estimate line items must be supported by photos. Uploaded photos must be clear (not blurry) and labeled. Missing or inadequate photos could result in removal of applicable line items from your estimate.
4	Please refer to the attached ASI Mitigation Best Practice Reference Guide and the ASI Estimating Best Practices Guide for more detailed information.

All estimates and supporting documentation will be reviewed by Sedgwick Repair Solutions. Any deviations from program requirements should be discussed and approved by the adjuster, and well documented in the file. All deviations are subject to approval by Sedgwick Repair Solutions and the client. Sedgwick Repair Solutions reserves the right to modify your estimate (collaborate) in order to comply with these requirements, in order to uphold our contractual agreements with the client. Failure to adequately document a file and/or comply with requests for revisions or additional documentation may result in temporary suspension or removal from this program.

OVERHEAD AND PROFIT

		O&P	NON-O&P
1	Water Mitigation/Emergency Service		X
2	Mold Remediation		X
3	Structural cleaning		X
4	Contents cleaning		X
5	Contents Pack Out and Pack Back		X
6	General Restoration/Reconstruction (if justified)	case by case	
7	Sub Bids/Sub Contractors (requires adjuster approval)	case by case	

Non-O&P Items: O&P can only be applied if justified AND approved by the adjuster. Adjuster approval must be documented in the XA file notes to include adjuster name and date/time that approval was given. This would occur in rare exceptions due to complexity or severity of the services being provided. All deviations to program guidelines are subject to approval by Sedgwick Repair Solutions and the client.

General Restoration: Overhead and Profit can only be applied if certain conditions are met. It is not automatic on all Reconstruction estimates. Please refer to the attached ASI guidelines.

Sub Contracted Work: Contractor must have a GC license and the subcontracted work must include coordination, supervision and warranty. An itemized sub-bid must be included with the estimate. Simply initiating a phone call (e.g.: scheduling testing) does not qualify for O&P.

PAYMENT PROTOCOL

1	Direct payment to Sedgwick Repair Solutions may be made if all required documents are uploaded. SRS will in turn pay the contractor.
2	If Sedgwick Repair Solutions is not paid, the insured will be paid and contractor must collect payment from the insured, as well as any applicable deductible. If applicable, Mortgage Company may also be included on the check.
3	Any fees such as expert opinion fees will be paid directly to Sedgwick Repair Solutions, who will then pay the contractor.
4	Collections: Contractor must contact Sedgwick Repair Solutions at least 30 days prior to filing any liens or initiating any collections or legal action.
5	For payment inquiries, please contact the Sedgwick Repair Solutions Payments Services Department at (800) 587 4243 extension 3530 or email payment-services@sedgwickrepair.com .



Mitigation/GC Best Practices

1 ASI Way
St. Petersburg, FL 33702
(866) 274-5677

Purpose

A loss can occur at any time, any place, with little to no warning. When a disaster strikes, we expect the TPA Vendor Network to be available to assist our policyholders as quickly as possible to inspect and address their claims needs.

Confidentiality

- It is agreed that certain confidential, non-public or proprietary information is contained in this document, and also in the Insurer's claim and estimating systems. Such confidential, non-public or proprietary information, in whole or in part, together with any policyholder and claimant personal information, work product and attorney privileged information contained in claim files, proprietary claims system, operating systems, business practices and procedures, and insurer, claimant and policyholder data which contain or otherwise reflect such confidential, non-public or proprietary information, and any policyholder and claimant personal information learned from policyholders or claimants personally or during any interview or inspection of their property, is hereinafter referred to as the "Confidential Information."
- The term "Confidential Information" does not include information which (i) was or becomes generally available to the public other than as a result of an inappropriate disclosure by the Vendor Company or its Representatives contrary to this Confidentiality provision, (ii) was or becomes available to the Vendor Company on a non-confidential basis from a source other than the Insurer or its employees, agents, representatives or advisors, provided that such source is not bound by a confidentiality obligation to the Insurer, (iii) was within the Vendor Company's possession prior to its being furnished to the Vendor Company hereunder, provided that the source of such information was not bound by a confidentiality obligation to the Insurer in respect thereof, or (iv) was independently developed by the Vendor Company or its Representatives without use of the Confidential Information.
- The Vendor Company shall not divulge, disclose or use the Confidential Information except for purposes of providing services to Insurer that are consistent with this Best Practice, or as may be expressly agreed to in writing by the Insurer, or as may otherwise be required or directed by applicable law or judicial process.
- Disclosure to Others. Vendor Company acknowledges and agrees that any Confidential Information disclosed to, or acquired by it, is disclosed and/or acquired solely for the purposes of facilitating the provisions of the Services/Best Practices to be rendered by the Vendor Company for and on behalf of Insurer. The Vendor Company shall restrict access to this Confidential Information to those individuals who will actually be performing services pursuant or related to this agreement. The Vendor Company shall be solely responsible for informing any individual with access to Confidential Information, including, but not limited to, its officers, directors, agents, employees and independent contractors, of the provisions of this Confidentiality provision and shall be responsible for acts of those individuals that violate such provisions. The Vendor Company will notify Insurer, as soon as possible of any misuse or

misappropriation of Confidential Information of which it becomes aware and will cooperate in correcting such situation promptly.

- Unauthorized Disclosure. Confidential Information constitutes valuable trade secrets and proprietary information of Insurer. The sale, disclosure, or unauthorized use of any of the Confidential Information by the Vendor Company, or any third party who receives the Confidential Information from the Vendor Company, shall constitute a material breach of the Best Practices and may be grounds for immediate termination and/or legal action.
- Return of Confidential Information. At any time upon the Insurer's request, the Vendor Company shall promptly redeliver to the Insurer all written material containing or reflecting the Confidential Information (whether prepared by the Insurer or otherwise, and whether in the Vendor Company's possession or the possession of its Representatives) and will not retain any copies, extracts or other reproductions in whole or in part of such written material. The redelivery of such material shall not relieve the Vendor Company's obligation of confidentiality or other obligations hereunder.
- Compliance Agreement. By accepting the assignment to provide services to/for the Insurer, and the receipt and review of these Best Practices and Confidentiality Provision, the Vendor Company agrees to be bound by these Best Practices and Confidentiality Provision, all applicable laws and regulations, and agree that it is responsible for compliance with any and all applicable local laws; the Vendor Company further agrees and represents that it has read and understands all of the provisions set forth herein and that it voluntarily agrees to be bound thereby. If the Vendor Company does not agree with any of these terms, it must reject the assignment and notify the Insurer.

Section I – Timelines

Report Timeliness

- | | |
|---|--------------------------------------|
| • Contact | 1 hour call back |
| ○ On site | 3 hours on site after assigned |
| • The following must be uploaded to Xactanalysis: | |
| ○ Choice is Yours | 24 hours |
| ○ EMS Work Authorization | 24 hours |
| • EMS Final Report & Invoice | 72 hours after completion of dry out |
| • STR Final Report and Invoice | 7 day return to TPA after assignment |
| • Equipment Placement/Moisture Mapper | Due with Final Report |
| • Work Completed with Direction to Pay | Due with Final Report |
| • Work Authorization | Due with Final Report |

Section II - Program Compliance and Issue Resolution

- Vendor Management may remove or suspend any vendor from the TPA Vendor Network for noncompliance.
- Upon notification of Concern, Vendor TPA will contact all parties involved to establish the facts and determine effective method of resolution which will be reported to the RI and DA assigned in writing by way of response to the original notification email.
- Vendor TPA Dispute Resolution Department will provide updates on status of existing Concerns every 5 business days and respond to all RI inquiries within 48 hours of request.
- TPA Vendor Network issue resolution shall make all reasonable efforts to resolve problems between the vendor and the Insured.
 - Any financial recompense owed to Progressive/ASI arising from a Concern will be remitted to 1 ASI Way N St. Petersburg, FL 33702 Attn: Norma Bygraves.

Section III – Customer Service

All calls from Progressive/ASI Insured's, Agents and Representatives will be returned the same day if possible, but no more than 24 hours later.

Initial Contact

- TPA Vendor Network should set realistic expectations with detailed explanations. Stay within your area of expertise, do not advise or comment on claim related matters.
- Upon initial contact with our insured, TPA Company will provide name and direct contact information for their organization in the event insured should need to reach them.
- Treat the Insured as you would expect to be treated if the damage was to your property.

Dress Requirements and Identification

- TPA Vendor Network Service Provider personnel should be dressed in clean, well maintained work clothes. Torn or dirty clothing, sandals and similar attire are not considered appropriate attire. Company names must be displayed on shirts.
- Proper identification must be available and presented upon request.
- Vehicles must clearly display company name and contact numbers.

Claim Withdrawal/Cancellations

- If an Insured wants to cancel the claim prior to inspection, note Xactanalysis accordingly sending an email to Progressive/ASI Adjuster immediately.
- If an Insured wants to cancel their claim during the initial deployment, note Xactanalysis accordingly sending an email to Progressive/ASI Adjuster immediately. The note should provide the Progressive/ASI Adjuster current status of the property and as much information as possible. Photos of the risk are required.

Coverage

- Any questions regarding potential coverage issues (e.g. water exclusions, rising water, ongoing damages for long periods of time) will be referred to the Progressive/ASI Adjuster ASAP, either by direct e-mail or telephone. A Field Adjuster may be dispatched to determine coverage.
- **TPA Vendor is not to provide any opinions or comments regarding coverage to the Insured.**
- The TPA Vendor Network and the Service Provider will inform the Customer that they have no authority to address coverage as this determination rests solely with Progressive/ASI.
- Cause of Loss verification must be addressed on all assignments and documented within Xactanalysis.

Concierge Contact

- Concierge services are required in order to participate on the Progressive/ASI Vendor TPA Network.
- Concierge service will note XA for all contact calls made to the insured with pertinent information.
- Concierge service group will make contact no more than 72 hours after initial assignment regardless of what loss type is assigned.
- Closing contact call will be placed upon QA approval to ensure customer satisfaction and resolve any outstanding issues.

Section IV – Initial Assignment

Initial Assignment

- Assignment will be made to the TPA Vendor Network as soon as Progressive/ASI is aware of the need for services.
- All assignments will be received through Xactanalysis.

Progressive/ASI Assignment Process

- Progressive/ASI will determine need for vendor services and create an electronic assignment which will be received through Xactanalysis.
- If the Insured desires the TPA Network Provider to perform any additional service beyond the initial assignment from Progressive/ASI, the Service Provider will submit this request to the Progressive/ASI Adjuster for Electronic Assignment through Xactanalysis. The Progressive/ASI representative will include specific instructions as to handling.
- Each individual assignment requires a separate and specifically identified signed work authorization and a separate and specifically identified signed Choice Is Yours form.

Section V - Mitigation Process

It is the responsibility of the QA Reviewers of the TPA Vendor Networks to ensure vendor estimates adhere to this document as well as accepted and proper mitigation and reconstruction practices.

- Vendor TPA is responsible for vetting and monitoring Service Provider to ensure proper licensing for the states in which they conduct business.
- Upon receipt of assignment Network Vendor TPA will contact the Insured and proceed in accordance with Report Timeliness and this document.
- TPA Vendor Network Service Provider must have their Company's signed **Work Authorization** before beginning work on any loss. Assignment of Benefits language is strictly prohibited.
- TPA Vendor Network Service Provider must obtain a signed **Choice Is Yours Form** (attached below) before beginning work on any loss.
- Network Vendor TPA Service Provider will note the following within Xactanalysis:
 - Customer contacted
 - Site inspected
 - Job started
 - Job Completed
 - QA Approved
- In the event there is another Mitigation Company on-site TPA Vendor Network Service Provider will:
 - Offer their services.
 - Note XactAnalysis emailing handling adjuster.
 - Upload deployment invoice of \$175.00 to XactAnalysis (if the Insured does not choose to retain Vendor TPA provider's services)
- If the TPA Vendor Network Service Provider is unable to meet timeline requirements they must advise Progressive/ASI upon receipt of initial assignment. At that time Progressive/ASI may choose to cancel the assignment and assign to a different TPA Vendor Network Service Provider.
- TPA Vendor Network Service Provider will contact the Progressive/ASI adjuster immediately if the presence of asbestos or other pollutants are suspected which would require testing and/or specialized mitigation procedures.
- Any signs of "Visible Growth", Insect Infestation, CAT 3 water losses or any other "Uncommon" or "Unusual" circumstances:
 - **Do Not set Air Movers**
 - Take several photographs to document the situation.
 - Contact Progressive/ASI Adjuster immediately for direction on how to proceed.
- Sketch for mitigation losses must include Equipment placement.
- Deficiencies will be brought to the attention of the TPA Vendor Service Provider by the TPA Vendor Network Quality reviewer.
- Any estimate or administrative changes requested by the TPA Vendor Service Provider Quality Reviewer will be documented fully in Xactanalysis.
- Under no circumstances will a TPA Vendor Service Provider recommend any other contractor or service provider to the Insured.

Section VI – Vendor TPA Managed Repair and Adjuster Referral Process

- Vendor TPA is responsible for vetting and monitoring Service Provider to ensure proper licensing for the states in which they conduct business.
- Vendor TPA will receive assignment through Xactanalysis.
- Upon receipt of assignment Network Vendor TPA will contact the Insured and proceed in accordance with Report Timelines set forth in this document.
- Network Vendor TPA Service Provider will note the following within Xactanalysis:
 - Customer contacted
 - Site inspected
 - Job started
 - Job Completed
 - QA Approved
- Work will begin as soon as possible based on the Insured's preference and the ability of the GC to respond.
- Each individual assignment requires a separate and specifically identified signed work authorization and a separate and specifically identified signed Choice Is Yours form.
- Network Vendor TPA agrees to warranty workmanship of their service provider for a period of no less than three years from date of completion. Material warranty will be defined by manufacturer.

Section VII – Progressive/ASI Peer Review and Comparative Estimate Instructions

Peer Review:

In the event the Progressive/ASI Claims Representative determines the need for a **Peer Review**, we will assign a TPA Network Provider to the loss for the purposes of completing a Peer Review. Payment for this service shall be \$225.00 once Progressive/ASI receives a narrative opinion regarding the submitted estimate and additions or deductions recommended.

This report is to be based on your expert opinion as to how best perform the necessary mitigation or repairs, not a commentary of the work the current vendor is performing.

Comparative Estimate:

A comparative estimate consists of a vendor assignment to provide a comparative bid only and there will not be a realistic opportunity for the vendor to secure the contract for reconstruction. There will be no fee requested by the Vendor TPA Network Provider or offered by the adjuster if the Vendor TPA Network Provider is retained by the Insured to perform the work.

If under any circumstance the vendor secures a contract for the work to be performed, any outstanding fees for completion of the comparative bid will be waived. If the fees for completion of the comparative bid have already been paid, these funds will be refunded to Progressive/ASI.

****Approval must be obtained from Progressive/ASI adjuster prior to engaging any expert or services for which additional fees are incurred. This includes, but is not limited to engineers, industrial hygienists and Eagle view reports. Any expense incurred in order to complete the peer review or comparative estimate that has not received prior approval from Progressive/ASI will be the responsibility of the Vendor.**

Progressive/ASI Comparative Estimate Fee Schedule:

\$1-10,000	300.00
\$10,000 to 20,000	350.00
\$20,000 to 30,000	400.00
\$30,000 to 40,000	450.00
\$40,000 to 50,000	500.00
\$50,000 and above	1% of estimate

Comparative Bids will include the following:

1. Completed estimate (Xactimate preferred)
2. Photos with captions
3. Completed sketch
4. Documentation for any specialty materials used to alter Xactimate pricing
5. Documentation provided by any Engineer or Architect (if involved) necessary to support the completed estimate (requires Progressive/ASI adjuster approval as documented above)

Roofing Comparative Estimates

The above fee schedule does not apply to requests for roofing comparative estimates.

- Payment for comparative roofing bids will be **\$250.00** for roofs up to five slopes and **\$350.00** for roofs with 6 slopes or more.
- Payment will be made when an estimate completed in Xactimate, sketch, and photos illustrating overall roof and damaged slopes have been received by Progressive/ASI.

Section IX-Payment

- TPA Vendor Service Providers are contracting with the Insured, not Progressive/ASI.
- Payments may be made for **Emergency Services** (Water Mitigation, Tarping and Board Up, Tree Removal for example) directly to the Vendor TPA Network Provider assigned providing the following forms are submitted and uploaded into Xactanalysis prior to QA approval:
 - Signed Certificate of Satisfaction
 - Signed Work Authorization with Direction to Pay
 - Signed Choice is Yours form.
 - The exception to this is Paul Davis Restoration for which all payments will be issued to PDR Corporate.
- **Payments made for any other trade services (managed repair or mold remediation for example) will be issued to the Insured, the vendor and mortgagee (if present) and mailed to the Insured.**
- The TPA Service Provider will upload a W9 form into XactAnalysis for every Progressive/ASI assignment.
- If there is any question regarding proper payment by Progressive/ASI, ASI will contact the Insured for further direction. If the Insured directs Progressive/ASI not to pay the Vendor directly for whatever reason, Progressive/ASI will abide by that direction and make payment to the Insured with the Vendor TPA Network Provider name on the check, and mail to the Insured.

Section X- Estimating Specifics

- All estimates should reflect the accurate pricing for the quality and quantity of materials and labor to complete the repair. Quality of existing materials should be noted and taken into consideration when repair or replacement is involved.
- Standard grade will be used on applicable items unless the upgrade can be verified and documented. Pay particular attention to cabinets, trim and floor coverings.
- EMS estimates will utilize the Xactimate Pricelist in effect at the time the emergency service work concludes. This includes mitigation, tarping, board up, etc. Structural Repair and other estimates not representing completed work at the time of submittal will utilize the most up to date release available.
- Mitigation operations must meet current IICRC guidelines. If the individual State requirements deviate from the IICRC guidelines reasoning for deviation must be noted in the estimate. If the State has not specified any specific mitigation requirements then the most recent edition of the IICRC will be used for the applicable mitigation.
- Progressive/ASI will authorize a one-time \$175 charge on the estimate for an Emergency Mobilization Fee for mitigation assignments. This fee includes any initial readings and/or monitoring performed to determine initial equipment setup. **This charge should appear ONLY on the mitigation estimate.**
- Mitigation estimates will not include line items such as administrative costs, emergency deployment, after hour's equipment set up or monitoring, cleaning equipment. These costs are normal costs associated with mitigation work.

- When applicable, filters including Hepa & Carbon Vapor are not to be estimated above 0.25 qty for any single job. Filters are used multiple times before disposal. This amount fairly represents the pro rata.
- Should drying equipment be needed for longer than three days the vendor will note Xactanalysis and fully document the reasoning. Duration of mitigation MUST be supported by moisture mapping software and/or moisture logs uploaded to XactAnalysis.
- 1 hr. to “Monitor” equipment per drying day (monitoring hours are equivalent to the number of days equipment is in use).
- Top down or in place drying is preferred and expected on CAT 1 water losses.
- No Injection Drying Equipment or any attachments without Progressive/ASI Adjuster approval.
- Use line items provided in Xactimate for work completed. No Lump Sum WTR LBR.

- CHARGE for the appropriate size Dehumidifier, based on drying chamber, regardless of what size unit you place at the site:
 - DHM – up to 69 PPD
 - DHM > 70-109 PPD
 - DHM >> 110-159 PPD
 - DHM >>> 160 +

- Air Scrubbers placed on applicable losses may be used during the demolition process plus 24 hours only or per the recommendations of a hygienist report if one has been obtained. Air scrubbers should be the appropriate size based on the chamber regardless of what size unit is placed at the site:
 - Standard – up to 699 CFM
 - Large > 700- 1399 CFM
 - X-Large 1400 +
- HEPA Vac is to be estimated hourly, not by sf.
- In the event that flooring cannot be saved:
 - **Coverage must be verified first by the Progressive/ASI adjuster and authority given prior to removing any flooring.**
 - Use “standard” grade (AV-) in Xactimate for all flooring unless there is documentation (Itel, receipts, etc.) showing otherwise. Standard grade is sufficient to replace normal flooring.
 - Flooring sent to Itel will be 1’X1’.
 - If carpet, the pad will be included.
 - Itel form will be completed with all information requested on form.
 - Itel will be paid by Progressive/ASI directly.
- In the event that Cabinetry/Vanities cannot be saved:
 - Evidence of repair versus replace must be considered before replacement. Repairs should be considered as follows:
 - Rebuild or replace boxes and use existing face frames.
 - If solid surface style countertops are in place, they should be braced other than removed and reset. This includes marble, granite, tile, etc.

- Standard grade AV- should be used unless box and drawer construction is photo documented and warrants higher grade
- Pack out/contents manipulation will be estimated on an hourly basis.
- If storage of Insured items is required then estimate will be based on Xactimate storage prices by SF.
- Fire pre-cleaning of structural items like chrome, aluminum window frames, etc. is recommended in areas of the structure not being demolished.
- Hydroxyl/Ozone is to be estimated by cubic volume and not by daily rate.

Section XI - Content Process

- MIT/GC vendor will get an agreed price with the Progressive/ASI Adjuster before beginning any contents work on the loss which will exceed \$5000. This will be done on-site or over the phone when necessary.
- Pack out and cleaning charges will be estimated by the hour **per room** for each affected room using current Xactimate rates.
- Pack out of dirty items will be done in dirty boxes whenever possible with no charge for the dirty box. Pack out is done in used boxes at no charge for the used box. New box charge allowed for cleaned items.
- Move back charges are not included in the pack out/clean invoice. The move back is billed on actual labor hours. Charges must note dates and time on invoice.
- When textiles are affected, the MIT/GC Company is authorized to make the referral to an Progressive/ASI approved textile vendor. Estimates are completed on-site by Progressive/ASI approved textile vendor, per national agreement, and approved by the Progressive/ASI Adjuster prior to removal of any textiles.
 - In areas where an Progressive/ASI approved textile vendor is not available an appropriate vendor may be called by MIT/GC to handle the textiles. The vendor must follow the Progressive/ASI Textile Protocol. (see below)
 - If situation requires immediate disposal of any contents, MIT/GC must document what, why, photograph and have Insured sign discard authorization form.
- If an electronics item or appliance is damaged beyond repair, document the brand, model and serial number. Provide list to the Adjuster and do not price any items.
- Clean or Free: if content item does not restore to pre-loss condition the charges will be removed from the invoice. This applies to pre-clean testing or final cleaning. If there is any dispute over acceptance of the cleaned content item, Progressive/ASI will re-inspect and make the determination.
- If storage of contents is required the cost is based on Xactimate storage prices by square foot not cubic foot. This applies to storage on the contractor's property only.
- If PODS or storage facilities not at contractor's location are used, the actual cost plus 10&10 is billed.
- O&P charges not allowed to any contents portion of the invoice. Only exception is if Adjuster requests PODS and then vendor may apply 10&10 on the actual POD cost.
- No Contents manipulation billed on contents if doing to facilitate structure repair.
- No supervisor hours are billable unless approved by the adjuster for special situations. The situation, date of approval and adjuster name must be documented on the invoice.

- Billable labor hours start when vendor arrives at the Insured site and stop when return to the vendor facility and remove contents from truck.
- Separate “Certificate of Satisfaction” must be submitted for Contents before final contents payments issued.
- Separate invoice is required for contents. All correspondence must be sent to the appropriate Adjuster. Approvals and payments must come from the Progressive/ASI Adjuster responsible for the contents.
- Invoice must have brief summary, hours by room and photos in one PDF to support the loss invoice amount.
- Payments may be made directly to the MIT/GC Vendor if a Certificate of Satisfaction with Direction to Pay, signed by the Insured and **dated as of the completion of work.**

This form is Company specific and must contain language that includes:

- The Insured is **completely satisfied** with the work performed.
- Work is 100% complete.
- The Insured is authorizing Progressive/ASI to pay the MIT/GC directly without the Insured’s name on the check.

Under no circumstances will the MIT/GC Company request the Insured sign this until the assignment is completed.

Progressive/ASI Textile Protocol

The goal of this textile program is to increase customer satisfaction, create ease of use for adjusters and offer opportunities to our vendors. This program provides Insured’s with a “RUSH” order to meet immediate clothing needs and -gives vendors the opportunity to estimate the cost for remaining affected textiles and secure the sale on return of RUSH order.

Performance Requirements

- Contact Insured within one hour from receipt of assignment and schedule textile inspection within 24 hours.
- Provide immediate needs clothing service “Rush” not to exceed **\$1,600**, with no adjuster approval needed. **The \$1,600 RUSH authority includes all restoration fees, the trip charge and on-site labor.**
- Return immediate needs clothing (RUSH) to Insured within two (2) days of inspection or time required to successfully clean.
- Vendor ***will not remove any textiles from site***, other than immediate needs textiles (RUSH) not to exceed **\$1600**.
- On-Site Estimate provided to the Progressive/ASI Adjuster within 2 days of inspection. No charge for on-site Estimate except when no rush order and no job is secured. Estimating fee of **\$250** is permitted **ONLY** when no rush and no job secured. Excel format provided by Progressive/ASI for estimating purpose.
- Estimate dollar amount will be approved (or not approved) by homeowner and adjuster within 2 business days of receipt of estimate. Approval should not inhibit rush delivery.

- Provide photos of affected areas/specialty items and email a PDF document to adjuster with estimate.
- Textile vendor will explain and secure “Work Authorization & Direction of Payment” form. This single form requires signature for the Rush order and separate signature for approved Estimate amount.
- Textile vendor will also explain and secure a signed “Choice is Yours” form.
- Only when directed by Progressive/ASI Adjuster, complete on-site inventory of non-salvageable textiles up to a maximum of 20 non-salvageable items. The “On-Site Non-Salvageable inventory” service will be billed at Xactimate labor rates. Inventory should include the brand, type and color. Non-salvageable textiles to be left on-site.
- Bulk laundry charges apply for all items that normally require wash, dry and fold. Pressed hanging items are line items. Non-hanging items are wash, dry and fold. Items such as handbags, draperies, luggage specialty linens, etc. will be processed as restoration protocols require.
- Get direction from Progressive/ASI adjuster when in doubt about something and report any unusual circumstances to Progressive/ASI Adjuster.
- Provide garment testing at actual cost if testing requested from Progressive/ASI adjuster.
- Items that are cleaned and not restored to pre-loss conditions will have no charge and be refunded to Progressive/ASI or Insured as appropriate.

Billing Procedures

- Xactimate pricing on all invoices regardless of contractor involvement.
- Storage - Only Xactimate pricing allowed with a maximum monthly storage of **\$250**.
- Estimating fee of **\$250** is permitted ONLY when no Rush order and no Job is secured.
- Trip Charge – one time charge of **\$75** regardless of distance or number of trips.
- Pack out hours billed at actual time on-site.
- No Charge for man hours to process and tag at the restoration facility, no charge for drive time, no charge for ozone. No charge for estimates provided as part of the assignment with Rush order.
- Single party check to vendor when signed Work Authorization, COS, and Direction of Payment provided.
- Upon receipt of Approved invoice, **80%** payment issued and **20%** paid upon receipt of final delivery with customer satisfaction signature.
- Final payments of 20% and any supplemental will be made directly to vendor when vendor forwards a Certificate of Satisfaction signed by the Insured and **dated as of the completion of work.**
- Certificate of Satisfaction must contain language that includes:
 - The Insured is satisfied with the work performed.
 - It must state that Insured has 30 days to inspect and report any issues to the assigned vendor who will inspect and correct any deficiencies within 10 days.
 - The Insured is authorizing Progressive/ASI to pay the Mitigation Company directly without the Insured’s name on the check.

Under no circumstances will Vendor request the Insured sign a Certificate of Satisfaction until the assignment is completed.



The Choice is Yours

ASI has compiled a list of licensed and reputable mitigation companies and general contractors who have shown the ability to consistently provide excellent service to other ASI Customers. These mitigation companies and general contractors guarantee their own work. You may want to discuss their warranty directly with them. While ASI has compiled this list, ASI does not provide any warranty expressed or implied, or guarantee of their work.

You have the right to choose your own Mitigation Company or General Contractor. You are **NOT** required to use any Mitigation Company or General Contractor we referred. If you do not want to use the Mitigation Company or General Contractor we referred, please do not sign their Work Authorization Form.

ASI does request you sign and date this form provided by the Mitigation Company or General Contractor so ASI knows that you have been informed of your right to choose your own Mitigation Company or General Contractor. The Mitigation Company or General Contractor will forward this form to ASI.

ASI will work with the Mitigation Company or General Contractor of your choice in an effort to settle your claim, if caused by a covered cause of loss.

By signing this you are merely acknowledging that you are aware of your right to choose your own Mitigation Company or General Contractor, that the Mitigation Company or General Contractor are not working for or on behalf of ASI, and that ASI is not invoking the Our Option provision of the insurance policy. Neither you nor ASI are waiving any rights available under your insurance policy.

Customer Signature _____ **Date** _____

Company Name _____



The Choice is
Yours -
California

ASI Select Insurance Corp. has compiled a list of licensed and reputable mitigation companies and general contractors who have shown the ability to consistently provide excellent service to other ASI Select Insurance Corp. Customers. These mitigation companies and general contractors guarantee their own work. You may want to discuss their warranty, directly with them. ASI Select Insurance Corp. does not provide any warranty expressed or implied, or guarantee of their work.

You have the right to choose your own mitigation company or general contractor. You are **NOT** required to use any of the mitigation companies or general contractors identified for you upon your request. If you do not want to use any of the mitigation companies or general contractors identified for you upon your request, please do not sign their Work Authorization Form.

ASI Select Insurance Corp. does request you sign and date this form provided by the mitigation company or general contractor, so ASI Select Insurance Corp. knows that you have been informed of your right to choose your own mitigation company or general contractor. The mitigation company or general contractor will forward this form to ASI Select Insurance Corp.

ASI Select Insurance Corp. will work with the mitigation company or general contractor of your choice to settle your claim. By signing this you are merely acknowledging that you are aware of your right to choose your own mitigation company or general contractor. Neither you nor ASI Select Insurance Corp. is waiving any other rights available under your insurance policy.

Customer Signature _____

Date _____

Mitigation Company or General Contractor _____



Estimating Best Practices

1 ASI Way
St. Petersburg, FL 33702
(866) 274-5677

This document and the information contained in it is PRIVILEGED and CONFIDENTIAL as it may contain trade secret, proprietary and/or work product information. You are hereby notified that dissemination, distribution, production, and/or copying of this information in any manner is strictly prohibited.

Purpose

A loss can occur at any time, any place with little to no warning. When a disaster strikes, we expect our team of experienced Adjusters to be available to assist our policyholders as quickly as possible to inspect and settle their claims. We pay what we owe as quickly as possible while maintaining excellence in file quality. The following Best Practices were established for estimating quality and efficiency.

Confidentiality

- All vendors agree that ASI Policyholder information in claim files proprietary claims system and data are confidential. This shall include, but not be limited to, non-public information, data, manuals, lists, operating and other systems, non-public business practices and procedures, policyholder information, claimant information, claims information, non-public business, governmental or regulatory matter of ASI, and other information furnished by ASI pursuant to or in connection with this Best Practices or in connection with the Services to be rendered (“Confidential Information”).
- Confidential information does not include information which is public record, information that is already known by the Vendor Company or is already in the Vendor Company’s possession, or information that generally becomes available to the public. The Vendor Company shall not divulge, disclose or use the Confidential Information except for purposes of this Best Practices, or as may be expressly agreed to in writing by ASI, or as may otherwise be required or directed by applicable law or judicial process.
- Disclosure to Others. Vendor Company acknowledges and agrees that any Confidential Information disclosed to, or acquired by it, is disclosed and/or acquired solely for the purposes of facilitating the provisions of the Services to be rendered by the Vendor Company for and on behalf of ASI. The Vendor Company shall restrict access to this Confidential Information to those individuals who will actually be performing services pursuant or related to this agreement. The Vendor Company shall be solely responsible for informing any individual with access to Confidential Information, including, but not limited to, its officers, directors, agents, employees and independent contractors, of the provisions of this Section and shall be responsible for acts of those individuals that violate such provisions. The Vendor Company will notify ASI, as soon as possible of any misuse or misappropriation of Confidential Information of which it becomes aware and will cooperate in correcting such situation promptly.
- Unauthorized Disclosure. ASI Confidential Information constitutes valuable trade secrets and proprietary information of ASI. The sale, disclosure, or unauthorized use of any of the Confidential Information of ASI by the Vendor Company, or any third party who receives the Confidential Information from the Vendor Company, shall constitute a material breach of the Best Practices and may be grounds for immediate termination and or legal action may be taken.

Opening Statement on Xactimate Estimate

Dear Progressive/ASI Policyholder,

The estimate attached reflects the cost to repair the known damages to your property.

Please review the estimate and note the Dwelling Summary page, which shows the total damages, including sales tax and your deductible.

If you hire a general contractor to make the repairs, you should provide your contractor with a copy of the estimate. Job-Personnel Overhead/Sub contractor overhead and profit expense is included in your estimate under the Labor Overhead portion of each unit price.

No supplement or other payments will be issued for any repairs not listed in the estimate without prior authorization. Approval must be given by ASI prior to the replacement or repair of any additional items. ASI must have the opportunity to view the additional damages or proposed changes prior to the initiation of further work.

If there is a mortgage holder included on the policy, by law the mortgage holder must be included on the payment. You must contact the mortgagee to secure endorsement of the check.

Regards,

Progressive/ASI Claims Department

This document and the information contained in it is PRIVILEGED and CONFIDENTIAL as it may contain trade secret, proprietary and/or work product information. You are hereby notified that dissemination, distribution, production, and/or copying of this information in any manner is strictly prohibited.

ESTIMATING REQUIREMENT

General Estimating

- Only damages that can be seen during the inspection should be included on the estimate. If hidden damages are found during the repairs, a supplement should be written at that time.
- The repair estimate for the damage will be prepared by the Adjuster with the possible exception of specialty construction (i.e. high end flooring, cabinets, pools, etc.) which may require bids.
- Separate all “Covered” damage from “Non Covered” damage on your initial inspection.
- If a competitive bid or estimate is received, address it within the file documentation. Outline recommendations if applicable.
- When dealing with General Contractors or Public Adjusters on major claims the Adjuster may need to exchange estimates. ASI Adjuster must give authority for this.
- Scoping damage should always be in uniform fashion throughout the loss – top to bottom or bottom to top, starting in the area where the loss occurred and continuing to the area of least damage.
- Damages, repairs and or equipment used should be shown in each applicable room where the damage, repairs and or equipment is needed.

Accurate Dimensions

- Accurate measurements to the nearest inch are required on a room by room basis and shall include all offsets and closets.
- Cabinets and countertops should be measured to the nearest inch.
- Interior diagram must include:
 - Accurate measurements for walls, multiple ceiling heights, offsets, etc.
 - Missing walls, windows and openings over 32 square feet.
 - Cabinets, vanities, tubs, tile surrounds, showers and similar items.
- Roof diagrams with accurate measurements are required on all roofs with any damage or when wind or hail is the cause of loss. Note areas of damage with “xx”. Note front of risk. If there is no roof damage and Insured agrees, you do not need to measure the roof.
- Elevation diagrams with accurate measurements and deductions for openings over 32 square feet are required when there are damages to the elevation, e.g. siding, stucco, soffit, fascia, gutter, downspout, windows and doors.
- Fence diagrams with accurate measurements are required for damaged fencing showing all fencing and noting damaged sections or runs.
 - Fencing can be estimated thru the sketch feature.

Appropriate Pricing

All estimates should reflect the accurate pricing for the quality and quantity of materials and labor to complete the repair. Quality of existing materials should be noted and taken into consideration when repair or replacement is involved. Pay particular attention to cabinets, trim and floor coverings. When estimating above standard grade, documentation should include sufficient detail to verify the pricing. Examples include: Photos, receipts, expert reports (i.e. Itel), F9 notes in the estimate and or other file documentation as needed to verify rationale or discrepancies from normal industry standards.

- Choose the correct price list in Xactimate based on nearest city to the loss. Price list are updated monthly. Use the most up to date release.
- Base Service Charges and labor minimums are to be marked “DO NOT APPLY”.
- The Xactimate price list item pricing should not be altered aside from NFCP codes which allow for material cost based on the ITTEL evaluation.
- Verify the sales tax % for the loss location.
- Use correct coverage for the item. (e.g. fence, shed, mailbox = other structures, personal property = contents).

This document and the information contained in it is PRIVILEGED and CONFIDENTIAL as it may contain trade secret, proprietary and/or work product information. You are hereby notified that dissemination, distribution, production, and/or copying of this information in any manner is strictly prohibited.

- If local market pricing is lower than Xactimate do not change the Xactimate price on the line item. Use the local market price; however, enter the price as a bid item (BIDITM) under the correct category.

Bid Items, Lump Sums, and Invoices

- **Bid Items:** A bid item is an invoice or estimate for work performed or to be performed for a specific trade or operation.
 - When adding a bid item into the estimate use the correct CAT code and select code BIDITM (for example a plumbing bid would be entered using CATEGORY code PLM and code BIDITM).
 - When using BIDITM for trees, plants or shrubs under LND CATEGORY code, a detailed breakdown should be provided due to limitations that may apply.
 - Temporary Repair invoices should be entered under the TMP CATEGORY code as BIDITM with supporting documentation.
 - CATEGORY code SPE should only be used when the operation corresponds with an existing selector code in Xactimate. BIDITM should not be used with CATEGORY code SPE.
 - Water mitigation/mold remediation charges should NOT be entered into the estimate.
 - ALE items should not be entered into the estimate.
 - MISC and USRMSC codes should not to be used in the estimate.
 - Permits and fees should be entered under the FEE CATEGORY code under selector code TIPF (bid item) once documentation is received from the contractor.
- **Lump Sums:** A lump sum is a flat rate estimate for multiple lines of materials, labor etc.
 - Lump sums estimates are permitted but should be evaluated and supported by a detailed breakdown of materials, labor hours, permits, or other appropriate documentation to support a lump sum estimate.
 - If vendor is unwilling to provide an itemized breakdown a Xactimate evaluation should be completed to verify the lump sum. An additional bid may also be used to support the value of damages. Example:
 - Electrical, plumbing, and heating/air invoices: In the event of a large loss requiring total replacement of these systems more than one estimate should be requested.

Any item(s) entered as a bid item or lump sum should have a note added under the line items explaining the bid items, quantity and pricing. Supporting documentation should be uploaded into images. Do not change the line description in Xactimate – enter an F9 (note attachment) to explain the change in description if further clarification is needed. Example: paint trim line item used to address painting the drip edge.

Minimum Charges

- Minimum charges are used when a person specializing in that trade is required over and above normal repairs. A minimum charge includes time to travel to the job site and complete repairs.
- When using a minimum charge, other line items for that trade should not be included in the estimate.
- There should not be more than one minimum charge per specific trade in any one estimate.
- There should be no more than three minimum charges in any one estimate.
- A note attachment must be included to address what the minimum charge is being used for.

Building Codes:

Building Codes will take precedent over the best practices in the city, county or state where they apply. When a code upgrade is requested, to ensure the codes are correctly interpreted, the following should be provided:

- A letter or email from the building department having jurisdiction in the area of our insured residence.

This document and the information contained in it is PRIVILEGED and CONFIDENTIAL as it may contain trade secret, proprietary and/or work product information. You are hereby notified that dissemination, distribution, production, and/or copying of this information in any manner is strictly prohibited.

- The communication must clearly state what the code is and how it would apply to our insured residence.
- Above should be attached to each report.

Collaboration (CAT and Daily Claims)

Identify and address what an ASI Staff Adjuster can collaborate on with our IA partners to address changes in an estimate produced by an Independent Adjuster. What can be collaborated on - methodology versus scope. An Adjuster should not remove scope from the Independent Adjuster estimate, but can address minor corrections as outlined. ASI Adjusters should not be making corrections to the line item details, so that the estimate remains the Vendor's estimate and can be testified to if necessary.

Items in estimate that can be collaborated:

- Deductible correction
- Adding O&P when necessary – cannot remove thru collaboration
- Applying depreciation as recoverable or non-recoverable or vice versa
- Correcting Sales Tax
- Address proper Waste Factors
- Deductions for openings not addressed
- Adding an item that the Vendor forgot or omitted after discussion with the insured. (Example: tree removal, temp repairs)
- Opening Statement
- Add Appropriate Coverage option (example; Gazebo under COV A instead of OS)

Workflow Process: See Xactimate Collaboration Work Flow Chart

The estimate should be updated to reflect the Reviewers Name and the ASI Letterhead when returned to XA, so there is a proper chain for changes made.

** Can remove pricing from items that are not covered by the policy example "Fence" – list pricing as \$0 dollars and put in note attachment as to coverage issue. An Adjuster can add items to estimate for negotiations.**

Dwelling vs. Contents

- If an appliance is built into the counter or cabinetry in such a way as to leave a hole or to deface the building if removed, it is considered part of the building and covered under Coverage A. Examples:
 - Built in dishwashers.
 - Ranges and other appliances that are a permanent part of the kitchen counters and cabinetry.
- Conversely, free standing appliances such as free standing refrigerators, microwave ovens that sit on the counter and washer/dryers that are only connected to the building by hoses, exhaust vents or an electrical cord plugged into a wall socket are personal property and covered under Coverage C.
- Contents manipulation, moving or pack out performed solely to affect repairs to the structure (Contents are not damaged) should be estimated under the structure coverage.
- Contents manipulation, moving or pack out performed in order to inventory, restore or clean contents should be estimated under contents coverage.
- Coverage for above ground pools depends on the permanency of the pool (decks, plumbing etc.).
- If the pool is a self-contained above ground system (surrounded by permanent deck and/or direct plumbing) coverage should be afforded under the other structures coverage. If the pool, pump and filter are free-standing and can be reasonably disassembled and moved to another location then coverage should be afforded under contents.

This document and the information contained in it is PRIVILEGED and CONFIDENTIAL as it may contain trade secret, proprietary and/or work product information. You are hereby notified that dissemination, distribution, production, and/or copying of this information in any manner is strictly prohibited.

Dwelling vs. Other Structure

We cover other structures on the "residence premises" set apart from the dwelling by clear space. This includes structures connected to the dwelling by only a fence, utility line, or similar connection.

- Fences
- Exterior light posts and their fixtures
- Above Ground Pools and pool accessories (in ground pools are part of coverage A, above ground pools with a deck are coverage B)
- Free standing carport
- Trellises
- Permanently installed play equipment
- Painted walkways
- Driveways

Please refer to special provisions for the state in which the loss occurred.

Depreciation

- Rules regarding depreciation and the payment of actual cash value vs. full replacement cost will apply by state and policy. In general, when depreciation is called for the following is the ASI guide:
- Depreciation will vary with usage which, in turn, varies with each risk. Determination of the value of an article which is lost, damaged or destroyed requires consideration and reporting of all pertinent factors including: the quality of the articles, model, brand, extent of wear and tear, and the extent to which the article has been used prior to the incident which generated the claim. XACTIMATE DEPRECIATION SCHEDULE should be used in conjunction with other indications of value including visual inspection whenever possible.
- Depreciation should show in every estimate based on the criteria outlined in this section. The application of depreciation will be determined by the ASI adjuster based on the applicable policy and state laws.
- Do not depreciate items more than 70% if the item is still useable for its intended purposes.

Mold (Vendor TPA ONLY)

- **If mold is encountered in excess of 10 square feet and will require remediation as a result of the reported claim, the IA will contact the ASI Adjuster for determination of handling. Mold remediation estimate should be handled by a licensed mold remediation company.**
- It is proper to include an allowance for the clearance test in the estimate. This varies based on location. Document the verified cost of the test.
- Check all coverage and limits.
- Separate estimates should be submitted for water mitigation and mold remediation.
- Protocol and Clearance test are included in the mold limit of coverage.
- HEPA Vac should be estimated hourly, not by sf.
- All equipment required due to mold remediation should be included in the mold limit. This can include but is not limited to the following:
 - Containment Barriers
 - Negative air machines
 - HEPA Vacuum
 - Personal Protective equipment
 - Fungicide

This document and the information contained in it is PRIVILEGED and CONFIDENTIAL as it may contain trade secret, proprietary and/or work product information. You are hereby notified that dissemination, distribution, production, and/or copying of this information in any manner is strictly prohibited.

Overhead & Profit (O&P)

In claims involving physical loss or damage to an insured dwelling or other structure, multiple construction trades may be involved in the repairs or replacement of covered damages. In those circumstances, a general contractor may be necessary to coordinate, schedule and supervise the work of the various subcontractors for trades. If a general contractor is reasonably likely, an allowance should be made for O&P.

- Contractors Overhead and Profit may be applied based on the severity of the loss being such that a general contractor will be required to pull permits and do repairs.
- Rules regarding O&P may vary based on jurisdiction and/or policy.
- O&P are calculated as a percentage of the cost of the work supervised, which may vary based on jurisdiction.
- A general contractor may not be appropriate in small repairs jobs or other claims where coordination, scheduling and supervision are unnecessary regardless of the number of trades.

Photographs:

Photos are necessary to clearly illustrate the damages described in the estimate. This should include close-up photos of the damages and an overall view of the damaged area component. Other examples can include:

- Cabinetry: interior and exterior box, drawer construction and hinges.
- Finished carpentry: a photo with a tape measure showing the size of the base. Casing and crown molding, a photo if replacement or painting.
- Ice and water shield: a photo with tape measure showing the size of the eave overhang.
- Hail: photos depicting the extent and severity of dents or holes in damaged structure. Include a tape measure or shingle gauge as a means to confirm the size/width of the impact.
- Wind damage should be marked and photographed.
- Include photographs of the pitch and shingle gauge for roof losses.

Repair/Replacement Methodology

The estimate or claim file should properly reflect the repairs and/or replacement operations(s) for the damage sustained based on industry standards. The estimate or claim should document any unusual repair and or replacement procedures allowed.

- Consider:
 - Repairing or replacing affected roof slope before replacing the entire roof.
 - A spot seal vs. sealing the entire area.
 - Blending texture or matching texture before including a skim coat or texture allowance for an entire room or wall.
 - Re-facing or re-laminating cabinets before replacing.
 - Replace portion of cabinets damaged and refinishing undamaged portions to match.
 - Sanding and refinishing wood floors before figuring replacement of wood flooring.

Quantity of Materials

- Unit pricing in the automated estimating system includes waste factors (yield).
- Some examples of items which already have waste allowances built into the Xactimate units costs:
 - Drywall – 15%
 - Popcorn texture – 15%
 - Ceramic tile flooring – 5%
 - Paint 5%
 - Wallpaper 15%
 - Sheet paneling 10%
 - Laminate flooring – 10%
 - Pre-finished wood flooring – 10%
 - Aluminum and Vinyl Siding – 10%

This document and the information contained in it is PRIVILEGED and CONFIDENTIAL as it may contain trade secret, proprietary and/or work product information. You are hereby notified that dissemination, distribution, production, and/or copying of this information in any manner is strictly prohibited.

- Roof sheathing – 10%
- Built up roof – 5%
- Metal roof – 5%
- Deductions for openings and missing walls greater than 32 square feet should be taken out for all trades.

ESTIMATING SPECIFICS

Cabinets

- Cabinets should be measured to the nearest inch. Be sure to deduct for openings such as stoves, dishwashers and valance boards.
- Cabinet repairs should always be considered first. If repair is not possible, consider replacing the portion that is damaged and refinishing the undamaged portion. E.g., water damage to lower cabinet. Remove doors and drawers and rebuild boxes. Refinish doors, draws and uppers to match if necessary. Re-facing is an additional option when doors or drawers are damaged.
- When estimating above standard grade, documentation should be provided to verify pricing based on the quality, construction, materials and grade used based on the estimating software description. Care should be used to determine local pricing if it deviates from the estimating program.

Drywall

- When removing an entire wall or ceiling of sheet rock, only “replace” texture on areas removed. Do not “remove and replace” texture. Removal of texture is completed when drywall is removed.
- When replacing drywall (greater than 32 square feet), use the square feet Xactimate price for drywall and add additional hours of labor as needed to perform the necessary repair. Do not use the minimum.
- If you are removing drywall in a section of ceiling with a popcorn texture, scrape the popcorn on the entire ceiling in that room and re-texture. Popcorn texture includes paint so it is not necessary to add a ceiling paint line item. You must seal the new drywall before the acoustic is applied.
- Gutting a tile shower or surround - do not duplicate removing tile and then removing backer board. This is one operation as the tile is not removed without the backer coming out.

Demolition/Tear out:

- Demo should be estimated via mixed method of square foot and Remove & Replace (R&R) based on room type of demolition needed. Square footage line items should be used primarily. The Xactimate square footage demolition line items by room includes demolitions down to the rough framing.
- General Demolition R&R line items should be used to estimate for all areas that are excluded by the square footage line item codes.
- Hardware items that are being removed in the course of demolition (door hardware, faucet, or light trim) should not be estimated as remove and replace. Examples:
 - When performing work on a ceiling that has recessed light fixtures it is only necessary to reset the trim (**LIT RCT**) in Xactimate, not “the entire unit” as the unit is attached to the framing and installed prior to the sheetrock being installed.
 - Do not R/R door hardware when also R/R door. All you need to do is replace hardware. If you are R/R door and want to replace the old hardware be sure you use the reinstall line item for the old hardware.

Dumpster Usage and Debris Removal

- Roofing materials and all ancillary roof items are already included with roof tear off in Xactimate.
- All other demolition/debris removal operations should be figured in the estimate for pickup, dump truck or container for the appropriate amount of debris.

This document and the information contained in it is PRIVILEGED and CONFIDENTIAL as it may contain trade secret, proprietary and/or work product information. You are hereby notified that dissemination, distribution, production, and/or copying of this information in any manner is strictly prohibited.

- The Xactimate code REMOVE (-) provides cost to “tear out and discard it in a jobsite container or truck bed”. It does not include the actual hauling and dumping of the debris EXCEPT for several exceptions within the roofing codes.
- As an estimator you will need to identify what type of container and fees are appropriate for the size of the work being removed.

Fencing

- Determine if the fence ownership is shared with a neighboring property.
- Non-recoverable depreciation applies to the replacement of a complete run of fence (corner post to corner post).
- If replacement of other than a complete run, (corner to corner) it is considered a repair and no depreciation should be applied.
- Paint or stain should be estimated from corner to corner whether repairing or replacing fencing for the damaged run only and non-recoverable depreciation should be applied.
- We require that the Vendor’s take photos of the fence connection to the house and note in the caption if its attached and by what means...example (Fence connected with brackets, fence connected/part of the slab, Fence NOT connected to dwelling). This will save time in getting the fence claims finalized and will eliminate any Insured from getting a denial and then attaching the fence and calling for a re inspection.

Flood

- If the adjuster encounter suspected flood damage from rising water while on an assigned claim, ask the Insured if they have a flood policy with ASI.
- If they do not have ASI as their flood carrier, ask them to report their flood damage to their agent immediately. Document their flood carrier, policy number, phone number if known.
- In addition to documenting those damages for the assigned claim, document the flood damage to include pictures of visible water height line, note water damage area (rooms, garage, contents, etc.).

Flooring

- When estimating above standard grade documentation, should include sufficient detail to verify the pricing based on like, kind and quality of the materials. Examples include: Photos, receipts, expert reports (i.e. Itel), F9 notes in the estimate and or other file documentation as needed to verify rationale or discrepancies from normal industry standards.
- Calculations for waste should be separated so that the waste is not calculated into the removal.
- Xactimate sketch, the waste is automatically calculated and the handler should not allow 15% as a waste factor. In Xactimate under the global setting you should use the following preferences:
 - 4 each as the Maximum Number of fill pieces
 - 2 ft. as the Maximum fill cut length
 - 3 inches as the roll length overcut
 - 3 inches as the seam allowance overcut
 - Check the box to use scrap.
- Sketch will be used for replacement of all flooring.
- Check the way the seams run and use the directional tool in Xactimate to address the lay of the carpet for accuracy.
- Deductions for all permanent items such as base cabinets should be taken for ceramic tile, vinyl and wood flooring. Vinyl flooring comes in 6’ & 12’ widths, calculate accordingly.
- Wood and Tile flooring that run under a doorway (without a threshold) that cannot be matched may result in the need to be matched by replacing both rooms of flooring.
- Carpet flooring should be cut at closable doorways. Adjacent undamaged rooms should not be replaced.
- Vinyl comes in 6’ or 12’ roll. When using ITEL analysis for material costs use Selector Code NCFP

This document and the information contained in it is PRIVILEGED and CONFIDENTIAL as it may contain trade secret, proprietary and/or work product information. You are hereby notified that dissemination, distribution, production, and/or copying of this information in any manner is strictly prohibited.

in lieu of AV. The selector code is available for all flooring coverings (Carpet – FCCNFCP, Resilient–FCRNFCP, Vinyl- FCVNFCP and Wood – FCWNFCP). From the components screen in summary enter the material cost provided by ITEL’s analysis. From the tree click on the room(s) in which the carpet is located. Click on the unit price for the NFCP item and enter the material cost provided by ITEL.

- When removing vinyl floor and underlayment use line item FCV ULVR. You should not be estimating vinyl and underlayment as separate line items for removal.
- Use dustless sanding FCW FINDS when sanding wood floor (using this requires very little clean up and contains 99.9% of the dust).

HVAC

- Prior to total replacement of an HVAC unit, the adjuster should have a qualified technician inspect the ac to determine actual repair vs. replace unless the photo shows the HVAC totally destroyed, examples; totally destroyed by fire, tree falls on condensing unit and heavily damages it.

Masking and Preparation

- Include masking and content manipulation **as necessary**.
- Masking is an exception rather than the rule. A professional painter has sufficient skill to paint a standard room without masking it. A professional painter normally utilizes a drop cloth on the floor, drapes larger pieces of furniture with a drop cloth, and moves furniture away from the walls when painting a wall or ceiling.
- Appropriate Xactimate code for masking should be used based on trade operations being performed. Examples:
 - PNT MASKFL and WTR MASKFL – specialty item for high traffic areas to protect undamaged floor areas to get to site of repairs.
 - PNT MASKSF and PNT MASKLF – Judgment call – case by case e.g., wallpaper on one wall, cabinets in Kitchen or Bath.
 - PNT MASKL – large ornate Light Fixtures.
 - DRYMASKLF & DRYMASKSF – when scraping/shooting popcorn ceilings.
 - DMO MASKSF – for building a wall to separate areas or covering a large opening during demo.
- Contents manipulation needs to be considered on a case by case basis. Some line items such as PNT P2 include moving items away from walls to make painting easier. Estimating should be by labor hours needed and not room size.

Ladder Jacks/ Scaffolding

- Ladder jacks and scaffolding should be added to the estimate when necessary to address the repair operation required:
- For siding, if the repair is 20 vertical above grade you may require additional labor to access the siding above the 20 foot threshold (a professional siding company is equipped with ladder jacks and scaffolding and do not require rental).
- **SDG VINYL, SDG VINYL+ and SDG VINYL++** include scaffolding/ladder jacks up to 20 vertical feet. Calculating additional scaffolding above the 20 feet level vertical threshold is based on a 5" height and 8' length section (rent by day or week). See line items **SCF RENTD** or **SCF RENTW**. You may consider adding labor hours to set up and take down per section. **SCF SECT**. Additional labor may also be required to move material above 20 vertical feet - **SDG LAB**.
- PNT PHIGH - includes: Labor to paint high walls or ceilings, 14 feet and higher. **Note: This charge should be applied to the square foot of area that is 14' - 20' high, not the total square foot of the room.**

This document and the information contained in it is PRIVILEGED and CONFIDENTIAL as it may contain trade secret, proprietary and/or work product information. You are hereby notified that dissemination, distribution, production, and/or copying of this information in any manner is strictly prohibited.

- PNT PHIGH< - Includes: Labor to paint high walls or ceilings, 11' to 14' high. **Note: This charge should be applied to the square foot of area that is 11' to 14' high, not the total square foot of the room.**

Mitigation

- If the mitigation company is on site when the inspection occurs, document and photograph the equipment being used.
- If upon inspection mitigation is needed, the IA should immediately notify the desk adjuster.

Painting

- Paint only as needed.
- When replacing baseboards or door trim (casing) in a room, paint the base and all door trims in the room. Do not paint the doors if not damaged, just the trim.
- Do not allow for detach & reset of switch/receptacle plates as a separate line item when painting a wall. This is part of painter's responsibility to prep for painting.
- When removing and replacing acoustical ceiling (popcorn), sealing new drywall is required prior to re-blowing the acoustic texture. Then add paint material only for affected surface areas. Sometimes a spot or patch repair is sufficient, and a complete scrape and re-blow is not necessary.
- This often depends on whether the texture can be matched or the size of the area involved. An example would be if there is damage to over 50% of the texture, a total scrap and re-blow would be more appropriate.
- When painting new drywall and trim, it is appropriate to seal one coat and paint one coat.
- Sealer can be tinted to match color of paint. If partial replacement of drywall, then seal the wall from corner to corner that the new drywall is on, and paint one coat on all.
- When stains are present, spot seal damaged area and paint one coat to match.
- Prep, scrape and/or power wash as appropriate, to properly prepare the surface for paint or stain when the elevation siding, deck, railing, stucco, fencing, etc. is repaired.
- Pressure washing should be considered as needed prior to painting.
- Exterior painting requires that only damaged elevation be painted.

Plumbing Access

- There is often more than one way to access a damaged plumbing line. The adjuster should document the rationale for the option selected.
- On supply lines, Document a cost comparison between re-route through the walls/ceilings versus repair through tunneling or slab penetration.
 - Re-route (including the cost of the new pipe) may be less expensive. Compare what cosmetic damages have to be repaired. Consider high grade cabinets vs drywall patching and painting or marble flooring vs. carpet.
- Document a cost comparison between tunneling versus going through slab. Consider same as above.
- Estimating practice
 - Tunneling to access pipe, use PLM LAB hours. 1 cubic ft. per HR per plumber.
 - Example 1: 2 plumbers digging 10 cubic ft. each would be 20 labor hours.
 - Example 2: A plumber needs to replace a drain line under the home and digs a 2x2 access hole from the side of the house 10 feet in would be 40 labor hours.
(2x2)x10=40
 - There is no addition for repair of pipe, as not covered.
 - Add any labor for drywall or cabinet access. D&R items in the area, maybe a toilet.
 - Add for leak detection.
 - Attach plumbing bids and other documents to support position.

This document and the information contained in it is PRIVILEGED and CONFIDENTIAL as it may contain trade secret, proprietary and/or work product information. You are hereby notified that dissemination, distribution, production, and/or copying of this information in any manner is strictly prohibited.

Remove (-) then Replace (+) (R&R)

- All estimate line item entries may use a single line item, Remove (&) Replace or R (&) R except roofing, flooring and wall covering. These items must be entered as two separate line items, Remove (-) then Replace (+). Waste should only be included on the Replace line item.

Roofing

- All roof damage claims should be inspected from the roof.
- The roof should be inspected and photographed for any claim involving interior water damage that could have potentially come from roof damage.
- Notes should be made regarding the age and condition of the roof.
- Photographs should be taken of the damaged and undamaged slopes. The descriptions of the photographs should note the damaged and undamaged slopes.
- A roofing diagram should be prepared on all roof damage losses where there is actual or disputed damage to the roof. The diagram should note the measurements of all slopes.
- Calculations for waste should be separated so that the waste is not calculated into the removal.
- When there is a covered roof loss, but the decking is not nailable due to prior damage not covered, the decking must be included in the estimate. For the repair to be completed there must be a nailable surface. A note should be made regarding this on the estimate. If there is any question the ASI Adjuster should be contacted for direction.
- Dormers on roofs will not be calculated separately. They fill in the space below.
- Florida also requires additional nailing to code in most counties when a roof is replaced after 2004.
- Check local requirements.
- State & local codes govern and will apply at all times.

Roof Diagramming Services

- Eagleview is the ASI vendor for roof diagrams. Roof diagramming will be used as needed by adjuster's for steep and or complicated roof structures.

Roof Tear Off

- Use Tear off, Haul and dispose for the appropriate roofing material. DO NOT add for debris removal for roofing tear off. Tear off includes one layer of shingles and felt. DO NOT add waste and DO NOT depreciate tear off.

Roof Temporary Repairs and Tarps

- Temporary repairs and tarps are to be **included in your estimate**. These should be supported by a receipt from whoever completed the temporary repair or installed the tarp.
- If the insured completed the temporary repair or installed the tarp, an allowance for the insured's labor using Xactimate labor cost for homeowner pricing and materials is acceptable. Discuss the allowance with the insured and get agreement with them and add a drop down note in the estimate.
- **DO NOT REMOVE TARPS UNLESS YOU ARE ABLE TO RE-INSTALL IT PROPERLY.** Ask the customer and or contractor (if you cannot determine this yourself) the estimated area/quantity of damage under the tarp and include this amount in the estimate with a note stating how the quantity was determined. Use good judgment in determining what repairs need to be made. If you have to calculate tarping, it's based on the damaged area, not the size of the tarp.

Roof Ancillary Items

- Estimate R&R of all roof vents and flashing when applicable.
- If original drip edge or other flashing is color matched to the house or fascia and can't be purchased to match:
 - Take clear picture of the matching items and note estimate.
 - Allow painting of the item that can't be matched.

Roof Felt

- Estimate replace (+) felt separate from shingle replacement and use actual roof area without waste. Felt should be estimate as like kind and quality unless otherwise dictated by state or local building codes.

Roof Ice & Water Shield

- Where applicable (as dictated by state or local building codes) estimate replace (+) and include ice and water shield on heated structures, in valleys and on eaves. Estimate eave quantity by measuring from eave up until 2' above the inside of the exterior wall.

Roof Multiple Layers

- If you encounter multiple layers of roofing, you may include in the estimate for removal of each additional layer of roofing material, (example: ADDR MV). Photos of the additional layers should be provided.

Roofs Steep/High

- Estimate for steep charge (7/12 pitch or above) and high charge (2 story and above) should be based on actual roof area without any waste. Photos of the pitch gauge should be provided if a steep charge is included. Do not depreciate steep or high charges. Prior to their use, local per square pricing should be compared to Xactimate to ensure that the inclusion of steep and high charges are required to provide a competitive estimate.

Rope and Harness

- Rope and Harness and Ladder assist are justified expenses that ASI will pay for when the adjuster believes it is necessary for safety purposes, or if federal, state or local codes require it. Payment should be based on the normal expense for the local area. This does not require pre- approval. Adjuster must be present during the ladder assist company's inspection.

Compositions Roofing

- **Roof Repairs:**
 - When repairing comp roofing, estimate the area per square, **not** per shingle, and use R&R for the estimated quantity. When matching becomes an issue in obtaining an agreed scope, replacing only a slope is encouraged when shingles are in good condition.
 - An F9 note should be added to the roof repair line item stating exactly what the repair is addressing.
- **Roof Shingle Replacement:**
 - Estimate replace (+) shingles of appropriate material without felt (example: 240S). Use 5% waste for flat/shed roofs, 10% for gable, gambrel and mansard roofs, 15% for hip, or cut up gable, gambrel, mansard roofs and round up to the bundle.
 - When 6 or more gable or hip extensions protrude from the main dwelling roof add 20% waste. Dormers are not considered extensions.
 - 25yr shingles (RFG 240S) are to be estimated for the replacement of 20yr shingle roofs.

This document and the information contained in it is PRIVILEGED and CONFIDENTIAL as it may contain trade secret, proprietary and/or work product information. You are hereby notified that dissemination, distribution, production, and/or copying of this information in any manner is strictly prohibited.

- **Roof Ridge Cap** - Add for ridge cap for all repairs as needed. When replacing entire roof, do not add for ridge cap unless a high profile ridge cap or ridge vent is used. A non-high profile ridge cap used on a total replacement of a roof is included in waste.
- **Roof Starter Row** - Starter row used on a total replacement of a roof is included in waste.
- **Roof Threshold for slope/total roof replacement:**
 - **For Wind** – damage to 1/3 of the slope area to total the slope. If shingles are lifted and there is debris under the shingle tabs making resealing unlikely (use good judgment) they may be counted towards totaling a slope. Photos of debris under the shingle tabs are required to justify.
 - However, if shingles are not sealed and there is no evidence of collateral wind damage (creased or broken tabs) and the shingles can be resealed, we owe for resealing. Shingles that are unsealed due to improper installation, defective shingles, age and or deterioration would not qualify for resealing.
 - If shingles are lifted and there is debris under the shingle tabs making resealing unlikely (use good judgment) they should be counted towards totaling a slope. Photos of debris under the shingle tabs should be submitted showing damage.
 - **For Hail** – 8 hits per test square to total the slope. Each slope with damage will be tested and photo documented. Diagrams should show the test area on each slope.
 - Total the entire roof if 3 of 4 slopes, or 75% or more of the total roof area qualifies for replacement for wind or hail damage. Florida, by county, may require replacement when 25% of the roof is damaged. Other States may differ. Always check local building requirements.
 - Line of sight replacement for undamaged adjacent slopes is allowed on hip roofs when fading of the undamaged shingles pose a problem with new shingles or in order to obtain an agreed scope (use good judgment and be reasonable).
- **Roof Decking with Composite Roofs** - In cases of composite shingles installed over wood shakes or shingles with spaced decking, you may add ½ inch OSB sheathing as a solid nailing surface for the new composite shingles. A note should be added to the line item explaining same. A photo showing the spaced decking is required.

Tile Roofing

- Explore repairability options.
- When repairing tile roofing materials, estimate per tile and add additional labor hours when needed.
- Tile ridge cap is estimated as a separate line item per LF.
- Note the estimate with a F9 note what type of attachment exists for cement tile roofs, e.g. mud set, foam set, and nail set.

Wood Roofing

- Explore repairability options.
- When repairing wood roofing materials, estimate per wood shake or shingle and add additional labor hours when needed.
- Wood ridge cap is estimated as a separate line item per LF.

Low Slope Roofing

Replacement vs Repair processes:

- If the roofing has been punctured then removal down to deck and replacement is recommended. This will include, but is not limited to: all layers, parapet walls, and any coating (e.g. aluminum coating, flood coat, gravel ballast, etc.)
- Cosmetic damage to coating only:
 - Aluminum Coating - Light pressure wash surface then add for appropriate aluminum

This document and the information contained in it is PRIVILEGED and CONFIDENTIAL as it may contain trade secret, proprietary and/or work product information. You are hereby notified that dissemination, distribution, production, and/or copying of this information in any manner is strictly prohibited.

- Coating. (with or without fiber)
- Elastomeric Coating - Light pressure wash surface then add for the appropriate elastomeric coating.
- If vents or other mechanical penetrations through the roof require replacement due to covered damage, but removal and replacing the roofing system is not necessary, then add appropriate roofing labor hours to ensure proper seal around the roof penetration.

Siding - Vinyl/Aluminum

- If it is reasonable to believe the original siding is available, estimate repairs based on direct physical damage.
- When matching becomes an issue obtaining an agreed scope, harvesting siding and replacing an elevation is an option.
- Matching is defined as color and profile/pattern. It should NOT include fading.
- When it is reasonable to believe the original siding is NOT available, a sample should be obtained and sent to ITEL for analysis when one or more elevations are estimated to be replaced. The sample should be at least 8” in width and should contain the full profile/pattern including the nailing hem. Write the customer’s name and claim number on the back of the sample. Take the sample from an out of sight location from the damaged elevation only. Cover the opening where the sample was taken with duct tape to temporarily seal the opening.
- Estimate siding quantities with deductions for windows and doors.
- Include all remove and reset operations, and any required siding accessories as needed.
- Aluminum siding can be recycled, so no additional cost for debris removal should be included. This should be noted on the estimate as a drop down note.

Siding - Hardboard

- Spot repair the hardboard siding for direct physical damage only, unless a full elevation replacement is required.

Siding – Brick

- If it is reasonable to believe the original brick is available, estimate repairs based on direct physical damage.
- When matching becomes an issue in obtaining an agreed scope, harvesting brick and replacing an elevation is encouraged when appropriate.

Tile

- Use the actual square feet of wall tile in Xactimate when replacing a tub/shower area and add for other accessories and trim items.
- Chipped tile claims should be addressed on a case by case basis, to distinguish between “marred” tile surfaces and dropped objects, as well as “broken” tiles from such an event.
- While investigating chipped tile claims please refer to “marring” vs. “broken” or damaged tiles from such an event.
- Photograph all the flooring area related or unrelated to the loss and identify any pre-existing damages to the tile floor.
- Photos should include an object next to the mark to show size.
- Investigate and document all marks in the tile floor noting when each marking occurred and what it was related to.

This document and the information contained in it is PRIVILEGED and CONFIDENTIAL as it may contain trade secret, proprietary and/or work product information. You are hereby notified that dissemination, distribution, production, and/or copying of this information in any manner is strictly prohibited.

Trees

- Tree Removal: Removal of trees from a covered structure is subject to policy limits and should be included as part of the repair to the structure. This is removal from the covered structure and dropping it in the yard.
- Tree Debris Removal: The cost to cut up the tree once it is off the structure, and remove the tree from the premises is limited by amount by policy (no matter how many trees are damaged as long as the tree first damages a covered structure on the resident premises).
- Tree removal and tree debris removal, when incurred prior to inspection, requires a detailed invoice.
- If the Insured completed the tree removal and tree debris removal, an allowance for the insured's labor using Xactimate labor cost for homeowner pricing and material is acceptable. Include payment for a chain saw and oil/gasoline for the chain saw. Discuss the allowance and costs with the Insured.
- Make sure the cost to remove the tree by a professional would exceed any agreement on purchase of chainsaw and removal by Insured.

Unscheduled Personal Property/UPP-Contents

- Contents should be handled by the Adjuster. The Adjuster is required to inspect the items, verify the damage, and document the items (brand, model number and serial number).
- Take sufficient photos of the contents that are being claimed and verify damage. Comments will be made on the photo sheet regarding the items location in the home and the extent of damage.
- Losses with 10 items or less, the adjuster is responsible for pricing the damaged items at replacement cost with applicable depreciation. Supporting documentation should be supplied to justify the replacement cost.
- If the loss is in excess of \$20,000 threshold. ASI should be contacted immediately to see if reassignment to a Large Loss Contents adjuster is warranted.
- When significant clothing and fabrics are damaged by smoke, water, mold, etc., an assignment will be made through the ASI Vendor TPA program. The referral will be made directly by the ASI adjuster.
- The Adjuster will work with the policyholder on separating damaged from undamaged or repairable contents items. This will include, but not be limited to securing receipts or proof of ownership and work with one of the approved Contents Restoration Vendors to determine what is repairable.
- Direct the Insured to not discard any damaged contents, until they have been paid for the item and are satisfied with the settlement.
- Xactimate pricing for appliances should not be used.
- Personal Property Inventory Forms must be signed by the Insured.
- Personal Property Inventory Forms must contain the proper state fraud language.

Windows

- Broken window glass can be re-glazed. Use the appropriate Xactimate line item.
- If the frame of the window is damaged, estimate replacement based on like kind and quality.
- Photos of the damaged window frame should be taken to verify damage.
- Hurricane Tint: There are no allowances in Xactimate for hurricane tint. Line items WDV LAMIR, WDW LAMIR and WDA LAMIR (add for impact resistant laminated glass), are intended to represent this type of treatment.

Wire Shelving

- To detach and reset wire shelving you should estimate by labor hours rather than by the LF pricing in Xactimate.

This document and the information contained in it is PRIVILEGED and CONFIDENTIAL as it may contain trade secret, proprietary and/or work product information. You are hereby notified that dissemination, distribution, production, and/or copying of this information in any manner is strictly prohibited.