

CAT PROGRAM GENERAL GUIDELINES AND REQUIREMENTS

This document relaxes some of the time frames and documentation requirements during catastrophic events. This only replaces the first page of the regular program guidelines. The remainder of the client guidelines and requirements still apply.

WATER MITIGATION SERVICE STANDARDS		TIME FRAME
1	Initial Contact with Customer	2 hours from receipt of job
2	Onsite Inspection	24 hours from receipt of job
3	Job Start	48 hours from receipt of job
4	Job Complete	8 days after job start
5	Estimate and all documentation returned to Xactanalysis	4 days from job completion
6	Submit requested revisions or additional support to estimate/documentation	48 hours from request
Any delays or exceptions must be noted in the file.		

TARPING/BOARD UP/ TREE AND DEBRIS REMOVAL SERVICE STANDARDS		TIME FRAME
1	Initial Contact with Customer	4 hours 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	4 days from job completion
5	Submit requested revisions or additional support to estimate/documentation	48 hours from request
Any delays or exceptions must be noted in the file.		

REQUIRED DOCUMENTS IN ADDITION TO THE ESTIMATE		TIME FRAME
1	LABELED PHOTOS - Initial Inspection, Work In Progress and Completion photos, to include but not limited to: 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.	4 days from job completion
2	WORK AUTHORIZATION - must be signed. Separate WA form needed for each job type.	4 days from job completion
3	DRYING REPORT - Any software or spreadsheet is acceptable. Must not be handwritten. Upload with estimate and photos. Readings are only required on Day 1, Day 3, and Last Day.	Submit with estimate
4	SKETCH/DIAGRAM of affected areas (interior and exterior)	Submit with estimate
5	SUPPORTING DOCUMENTATION such as SubContractor bids, invoices, expert reports, etc.	Submit with estimate
6	CERTIFICATE OF SATISFACTION - must be signed and free from Assignment of Benefits language.	4 days from job completion
All required documents with the exception of photos and estimate must be uploaded in PDF format.		
Any delays or exceptions must be noted in the file.		

ADDENDUM TO ESTIMATING GUIDELINES	
1	Mobilization Fees. You will be notified if mobilization fees have been approved by the client. If approved, it only apply to assignments resulting from the CAT event, and only for assignments where the Contractor mobilized in from out of area to handle (mileage requirements will be determined at the time of the event.) Mobilization fees are 10% of the emergency services estimates, not to exceed \$1000. Fee is to be added as a MISC line item to the estimate (flat rate - no tax or O&P added).