

## MAPFRE SELECT 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 Sedgwick Repair Solutions or contact the MAPFRE desk adjuster at 877-224-5677.

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
<b>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.</b>		

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
<b>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.</b>		

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
<b>Any delays or exceptions must be noted in the file</b>		

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
<b>Any delays or exceptions must be noted in the file</b>		

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	DRYING REPORT - Water Mitigation assignments. Any software is acceptable (not handwritten).	Submit with estimate
6	SKETCH/DIAGRAM of affected areas (interior and exterior)	Submit with estimate
7	SUPPORTING DOCUMENTATION such as SubContractor bids, invoices, expert reports, etc.	Submit with estimate
8	CERTIFICATE OF SATISFACTION - must be signed and free from Assignment of Benefits language.	48 hours from completion
<b>All required documents with the exception of estimate and photos must be uploaded in PDF format.</b>		
<b>Any delays or exceptions must be noted in the file.</b>		

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### MANDATORY SERVICE APPROVALS

1	Water Mitigation: Contact adjuster/examiner if drying will exceed 3 days. Must send note to adjuster via XA and provide estimated cost, reason for extended drying time/elevated cost and estimated time of completion.
2	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 must include reason specialty equipment is needed, date, time and adjuster name that provided approval.
3	Third party services such as IH/Environmental testing: 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 in the file must include date, time and adjuster name that provided approval. Adjuster approval is NOT required for ITEL. Refer to the Special Requirements section for more information on ITEL.
4	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.
5	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 beginning any repair work. Approval note in the file must include date, time and adjuster name that provided approval.
6	Time and Material: Must receive approval from adjuster to provide T&M estimate. Approval note in the file must include date, time and adjuster name that provided approval.
7	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 adjuster name that provided approval.
8	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 adjuster name that provided approval.
9	Coverage Concerns/Mold Protocol. If mold/rot is found, 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.
10	Travel Expenses. Contractor must inform Insurance Company of any mileage or travel expenses that will be incurred to service a loss. Insurance Company must pre-approve any such travel expenses and written approval must be noted in the file. Insurance Company will not be responsible for any unapproved travel expenses. Approval note in the file must include date, time and adjuster name that provided approval.
<b>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.</b>	

### 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	ITEL is required when: 1) siding and roofing is being repaired and need to validate a match; 2) carpet is more than 120 SF AND when quality is greater than average grade; 3) for all siding, flooring, and roofing when quality/pricing/match is unknown or in dispute.
4	Contractor will not discuss 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.
5	Deductibles. Do not request a down-payment or collect a deductible upfront for emergency services without adjuster approval. Deductibles should always be collected up front at the start of repairs/ General Restoration.
6	Draws. Discuss any advance draws needed with the adjuster prior to starting work.
7	Inspection Fees. No inspection fees should be charged unless requested to provide consulting/expert opinion services. For consulting/EO jobs, please abide by the Consulting Fee Schedule.
8	Work change orders: all agreed upon change orders with the insured must be uploaded as a PDF document to Xactanalysis.
9	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.**

**MAPFRE SELECT  
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**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	Labor Minimums (at the end of the estimate) should be applied only as needed. Often work will be done by a tradesperson who is already onsite. For example detaching and resetting a vent cover or switch plate cover would not require HVAC or ELE labor minimums. Cleaning and water mitigation labor minimums are rarely if ever justified.
5	Emergency Service Fees: After Hours ES Fee may only be applied if the claim is received after 5:00 PM or on a weekend/major holiday and serviced before 8:00 AM on the next work day. During Business Hours ES Fees should not be applied.
6	Missing walls and openings should be deducted for all openings that exceed 32 SF.
7	Fuel Surcharges/Truck Fees: Do not apply fuel surcharges or service truck fees to estimates.
8	Equipment decontamination, antimicrobial application, and air scrubbers/negative air charges should not be used on Category 1 losses.
9	Equipment amount and sizing. Dehumidifier size used in estimate is determined not by what is placed, but by the IICRC calculation based on room/chamber size and Class of the loss. Equipment must match what is recommended by the drying software.
10	Monitoring and setup/takedown charges. Must be reasonable based on the amount of equipment placed (0.5-1.5 hours per day is typical), and readings are required for any day that monitoring is charged. No readings = no charge.
11	HEPA vacuuming: HEPA light should be used for mold estimates. If HEPA heavy is used, include a detailed F9 note to explain the reason.
12	Filters: often used on multiple jobs, unless directed otherwise by an IH report because cross-contamination is a concern (please upload IH report). Accordingly, filter charges should not be included, or prorated. Please add F9 note to explain any filter charges.
13	Debris disposal: Disposal charges should be based on the amount of debris that is being removed. For small loads, the same pickup can be used to dispose debris from multiple jobs. Please prorate disposal charges accordingly. For example: 0.25, 0.5, or 0.75 pickup truck load.
14	Lump Sums/write ins: Should not be used unless an itemized supporting subcontractor bid is uploaded, or a detailed F9 note to describe the services.
15	Sub Contractor Bids. If Sub-Bid line item is used within Xactimate estimate, an itemized and detailed sub-bid must be uploaded to Xactanalysis. Adjuster approval is required. Emergency services should not be sub-contracted out. Testing fees/invoices do not qualify as a sub-bid.
16	Testing/3rd party services. Invoices for testing or 3rd party service fees should be uploaded directly into Xactanalysis. These should not be entered in the Xactimate estimate, and no O&P should be applied. (If you include in your estimate, then referral fee will be applied to the cost of the invoice.)
17	Hourly Labor Rates: should be avoided. However, if hourly labor is necessary, include a detailed F9 note to explain the breakdown of the charges and reason for the hourly labor.
18	Xactimate Price variations: should be avoided. However, if a price deviation/override is necessary, include a detailed F9 note to explain the breakdown of the charges and reason for the price change.
19	Project Management/Supervisor Costs. Do not apply PM costs to estimates. Supervisor costs may be acceptable on a case by case basis. Please include a detailed F9 note to explain the need for the supervision costs.
20	Repair or cleaning vs. replacement: must provided detailed explanation for thought process and reasoning if replacement is needed.
21	<b>Please see the attached MAPFRE Select Best Practices document for more information.</b>

**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.**

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**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:** O&P should be considered for estimates that require substantial coordination for repairs. O&P should only be utilized on repair/rebuild portions of estimates where warranted: generally 3 trades or more, and substantial oversight of GC.

**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	Emergency Services: Direct payment to the contractor may be made if all required documents are uploaded.
2	Non-ES: A 2 party check may be issued if all required documents are uploaded. If applicable, Mortgage Company may also be included on the check.
3	In certain situations, the client may choose to pay the insured directly 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.
4	Any fees such as expert opinion fees will be paid directly to Sedgwick Repair Solutions, who will then pay the contractor.
5	Collections: Contractor must contact Sedgwick Repair Solutions at least 30 days prior to filing any liens or initiating any collections or legal action.

## **Best Practices MAPFRE Select Home Restoration Program**

**\*Progression from mitigation to reconstruction should not be stopped without reason, please contact MAPFRE ASAP if something or someone is stopping the restoration or mitigation process from progressing.**

- **3 Year Workmanship Warranty language must be attached to each assignment as a document or estimate statement.**
- Always assign a project manager / technician or enter contact information in XactAnalysis notes.
- Keep XactAnalysis notes and photos current, **only email notes to MAPFRE Desk adjuster when a response is needed.**
- Avoid using labor hours when a line exists for the work to be done.
- Mitigation\* Follow IICRC standards and your drying plan, demolition beyond IICRC standards requires approval by a MAPFRE adjuster. Please include photos with request to adjuster.
- ALWAYS Use National Restorations or like vendor for cabinetry, built-ins and furniture restoration vs replacing with new.
- Contents, Cabinetry or built in furniture are **NEVER** to be removed from risk location, disposed of or left exposed to the weather or harm until inspected/reviewed and authorized for disposal by a MAPFRE adjuster.
- Cabinets and built in furniture can be detached as needed to complete mitigation efforts as outlined in the current ANSI/IICRC S500 standard.
- Deductible not taken from mitigation estimate unless no repairs are needed. Deductible applied to rebuild estimate.
- Contractor should always collect deductible from insured at the start of repairs.
- Use Itel for siding and roofing match to validate repairs can be completed vs full replacement.
- Use Itel for carpet when quality is greater than average grade and carpet area is 120 sq. ft. or more.
- Use Itel for flooring, siding or roofing when quality or pricing is unknown or in dispute.
- **Experts** other than Itel, National Restorations (or like company) need to be authorized by MAPFRE before being assigned.
- Trades must be managed and paid by GC to qualify for O&P, if less than 3 trades is required support for O&P is needed.
- State law to dictate application of taxes on O&P, the sales tax default type is NEITHER in all categories.
- Provide invoice for subcontractor bids, permits, fees, temporary toilets or any specialty trade item.
- PAINT: 2 coats of paint on affected areas (new material or spot sealed), 1 coat on non-affected when needed as a match.
- UPGRADES: if roof has three tab shingle estimate for same, as with Drywall / blue board / laminate counters etc.
- Separate code and ordinance required line items in estimates for ease of review. **Very important on large losses.**
- Always photo front of property and verify address.
- Have both an overview photo of affected room, structure, slope or elevation and a close up of the claimed damage. - If it is a line item in the estimate we need a photo to support replacement /repair of the specific line item.
- Photo everything that may be a concern, worn roofing, rot, ground water, long term seepage, old damage, dangerous conditions, lack of maintenance issues, uninhabited etc. If you're not sure it is an issue, take a photo.
- **Hail and wind damage** requires company review and approval of coverage before repairs are made. Tarp or temp repairs to prevent further damage does not require additional approval. **If repair can be made for tarp cost please repair vs tarp.**
- Potential Subrogation or preservation of evidence. If you're not sure, take a photo and **do not move or dispose of item!**
- Dwelling Policies (mostly 2<sup>nd</sup> homes and rentals) may not have full replacement coverage for carpet, please contact the assigned MAPFRE desk adjuster for confirmation of coverage when recognized as a second home or rental property.
- Subcontractor bids not to be used when a Xactimate line item exists, bid items are at a minimum to be itemized into material & labor on company letterhead, Labor hours not to be estimated for work that can be priced using component based items.
- **Always** attach to the assignment the Construction Contract, Warranty, DTP, COS, Permit, fees or bid items as well as any other related documents needed to support charges listed in your estimate before marking **COMPLETED in Xactimate.**
- Large Losses, Referral assignments, Claims that have a Public Adjuster, coverage questions or complications may have a Staff or Independent Adjuster assigned. **ALWAYS share information** (e.g. mitigation invoices, photos, repair estimates) and cooperate with our adjuster on reaching an agreed scope of work while continuing to mitigate / restore the risk.
- **If adjuster is not responding to you please notify the assigned MAPFRE Desk Adjuster ASAP.**

Regulatory agencies in some states have established specific procedures for the handling of Property claims. If there is a conflict with any portion of these guidelines, you should abide by the provisions of the regulations and or policy language.

REV 05.20.19