



1180 Kerrisdale Blvd, Unit 3  
 Newmarket, ON L3Y 8Z9  
 Telephone: 1-888-853-3111  
 Fax: 905-853-2342

**First Contact Agent Report**

**Name of Insured:** \_\_\_\_\_

**Location of Loss:** \_\_\_\_\_

**Insured's Home Telephone #:** \_\_\_\_\_ **Business #:** \_\_\_\_\_

**Cellular #** \_\_\_\_\_ **Alternate #:** \_\_\_\_\_

**Insurance Broker:** \_\_\_\_\_

**Telephone #:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Insurance Company:** \_\_\_\_\_ **Policy #:** \_\_\_\_\_

\_\_\_\_\_ **Claim #:** \_\_\_\_\_

**Staff Adjuster:** \_\_\_\_\_ **Deductible:** \_\_\_\_\_

**Independent Adjusting Firm:** \_\_\_\_\_ **Adjuster:** \_\_\_\_\_

**Office Location:** \_\_\_\_\_ **Telephone #:** \_\_\_\_\_

**Claim Received By:**  PHONE  FAX  EMAIL  INSURER  INDEPENDENT ADJUSTER

**Date Claim Received:** \_\_\_\_\_ **Time:** \_\_\_\_\_

**Date of First Contact with In:** \_\_\_\_\_ **Time:** \_\_\_\_\_

**Date of First Onsite Visit:** \_\_\_\_\_ **Time:** \_\_\_\_\_

**Person Contacted at First O** \_\_\_\_\_

**ServiceMaster Representati** \_\_\_\_\_

**Type of Loss:** \_\_\_\_\_

**Initial Observations:** \_\_\_\_\_

**Work Authorization Signed:**  YES  NO

**If No, why:** \_\_\_\_\_

"Quality & Trust began at our roots...in 1953"



York Region

**AGENT DIRECT RESPONSE PROGRAM  
(ADRP)**



1180 Kerrisdale Boulevard, Suite 3  
 Newmarket, ON, L3Y 8Z9

Phone: 905 - 853 - 3111  
 Toll Free: 1- 888 - 853 - 3111  
 Fax: 905 - 853 - 2342

E-mail: [inquiry@servicemasterofyr.com](mailto:inquiry@servicemasterofyr.com)

# RETENTION & GROWTH THROUGH CLAIMS

In today's tough insurance and economic market, retention of accounts has become more important than acquiring new accounts.

Over the years, insurance has developed a bad reputation as a necessary evil, an intangible product, until you need it!!

## We take the 'in' out of intangible!!

ServiceMaster York Region (SMYR) ADRP has been designed for Agents by an industry professional with over 20 years experience with the understanding of your frustration when an account is affected, or even lost, through poor claims servicing by individuals not even employed by you!

### CLAIM SCENARIO I

- 9:10am, Agent receives call from Mrs. Smith to report water in her basement and is informed claim will be submitted to her insurer and she will be called by an adjuster before the end of the day
- 9:30am, Agent forwards notice of loss to carrier either by fax, phone or email
- 30, 60, 90 days...? later Agent receives opening notice of loss from carrier

As a preferred vendor for most Insurance Companies operating in the GTA, we can attest to the fact that they have greatly improved their service and 99% of the time Mrs. Smith was called the same day placating her.

### However...

IF Mrs. Smith did not receive a call because her file was dropped by her insurer, all of you know whose call you'd be taking the next morning!!

ADRP eliminates the possibility of this happening thereby avoiding having a client, already distraught, and now hostile as a result of this breach in service. Mrs. Smith is holding you, her agent, responsible, not an unknown adjuster or contractor, potentially jeopardizing her account with your firm, and possibly other associated accounts.

# CUSTOMER SERVICE THROUGH ADRP

Retention & growth through claims!

## CLAIM SCENARIO II

By utilizing our program, the same claim scenario would fall out as follows;

- 9:10am, Agent receives call from Mrs. Smith to report water in her basement and is informed claim will be submitted to her insurer and SMYR and she will receive a call from SMYR within 30 minutes
- 9:15am, Agent calls SMYR and assigns us the loss with client, policy and loss details
- 9:20am – 9:30am, Mrs. Smith contacted by SMYR and further details gathered
- 9:30am – 11:30am SMYR on site mitigating loss
- 9:30am Agent submits claim to carrier with note that SMYR already assigned and on site
- 4:30pm...? Mrs. Smith receives initial contact from her Insurer

### Benefits to Agent from ADRP

- Mrs. Smith happy!!
- Because of quicker emergency response, claim is mitigated quicker thereby reducing damage and dollars paid out
- Agent's profitability and year end contingency impacted less
- Mrs. Smith more likely to renew her policy as well as refer her agent to others as a result of the quick response which she attributes to you, her agent, not the insurer or SMYR

### Additional Benefits to Agent from ADRP

As a result of assigning us Mrs. Smith emergency assignment Agent receives a detailed report from SMYR, within 2 business days showing (see example on back page);

- Time call received from Agent
- Time Mrs. Smith contacted by a SMYR representative
- Time SMYR first response crew on scene
- Details of initial emergency services performed

We encourage our agent partners to utilize this report by following up with their client as to their level of satisfaction with the overall handling of the claim. The strategy is to show that you care about their business and are there for them.